



DOCUMENT PROCESS OUTSOURCING



▶ Background

Government Body looks to Document Process Outsourcing solution to digitize their exponential volume of records

▶ Challenges

With its enormous amount of records kept over the years, the client wanted to safeguard itself from physical damage and weathering of hardcopy files while ensuring long-term reference. It wanted to ensure the records are properly categorised, processed and stored for convenient access. It was also of vital importance for them to ensure customers' confidentiality and to recover data quickly and resume operations in event of disruptions. In addition, the manual process of retrieval and management of records pose a challenge to the staff which is time consuming and considered as non-core activity.

▶ Solutions

By outsourcing non-core operations such as scanning and categorizing of documents, client is able to focus more on their core business. Also, they do not have to invest in overheads through the set-up of digitization facility. With Konica Minolta Document Process Outsourcing solution, the client is able to preserve the documents, minimize the need to handle the physical documents through scanning, digitizing and storing the documents in the system.

In addition, the digitized documents are properly categorized and indexed within the system and authorized users will be able to access and retrieve the documents efficiently. This helps to boost the productivity of the staff by enabling them to search for documents without having to spend valuable time rifling through file cabinets and storage boxes.