FUJITSU

Case study
Business Technology Career Opportunities, Inc.

» We can offer them the most efficient and cost-effective solutions for their business needs.«

T.W. Anderson, President, BTCO

The customer

Customer: Business Technology Career
Opportunities, Inc. (BTCO)
Country: USA
Industry: Other
Website: www.BTCOinc.com

The challenge

Using a mix of scanning hardware led to inefficient processes and interface confusion for BTCO, as operators had to switch machines for different operations. In addition, their low- and mid-volume equipment was not capable of handling the large quantity of paper that they routinely process.

The solution

To complement a standardized software system, BTCO opted for consistency in hardware as well. With the high-volume scanning capabilities and superior image processing of Fujitsu scanners, BTCO was able to boost production, and streamline operations. The improved workflow increased business capacity while saving valuable time, cost and space.

The customer

Business Technology Career Opportunities (BTCO) got its start by providing white-collar employment for people with disabilities. Beginning with a large and successful contract with the U.S. Department of Commerce for the 2000 Census, BTCO built a thriving business that today focuses on imaging and precise-tolerance plot printing. The company's clients include a broad range of federal, municipal and commercial customers, including the U.S. Air Force and government agencies in its home state of Kansas.

The challenge

Over the years, BTCO has seen its technology needs change in response to customer demands. With early customers such as the Census Bureau and its Census 2000 Image Archiving project, BTCO took information and converted it to microfiche. Today the process is reversed, as the company works annually with tens of millions of paper pages and aging microfiche files, turning them into digitized documents, indexed with data entry so that its customers can store, search through, and access information faster and more efficiently than with hard-copy documents.

Historically, the company has used a mix of software and hardware for its contracts. After a decade of experience, BTCO selected PSI:Capture from PSIGEN software, which it uses to standardize workflow processes for capturing scanned information and then exporting it into different formats. "We standardized on PSI:Capture so our employees are always using the same procedures when they are doing a job, regardless of the final file formats that the customer requests," says Rich Stinnett, Vice President – Operations & IT Director for BTCO.

Scanning hardware has been a different challenge. The company traditionally used a mix of low- and mid-volume devices from several vendors including Fujitsu. As the company's business continued to grow, however, the different hardware had an impact on BTCO's efficiency.

"We realized that, just as with the software, we had to standardize on our scanning hardware so our operators were always using the same machine, even as they moved between production areas," Stinnett says, noting that standardization would streamline production, enabling BTCO to take on more business by saving on production time. "For service bureaus, time is money," he says.

The Solution

Following analysis and research on scanning hardware and after speaking with peers within the industry, BTCO decided to do a comparison running scanners from two vendors – Fujitsu and another brand – in a lab environment. The company used a Fujitsu fi-6800 production scanner, comparing it against same range models from the competitor. The test involved typical, heavy workloads.

The benefit

- Fujitsu scanners enabled increase in production capacity of 50 percent or greater over older scanning solutions
- PaperStream IP technology provided easy setup of scanning profiles, as well as remote management capabilities
- Speed and efficiency of scanners helped enhance customer confidence in BTCO's services

Products and services

- FUJITSU Image Scanner fi-6800
- FUJITSU Image Scanner fi-6770
- PaperStream IP

"There is simply no other way to discuss the results," says Stinnett. "Fujitsu blew the other brand scanners out of the water in regards to the hardware's performance and Fujitsu PaperStream Image Processing technology."

Following the lab-based comparison, BTCO decided to standardize on the Fujitsu fi-6800 scanners, which offer up to 130 pages per minute production capabilities, and several Fujitsu fi-6770s, which provide a flatbed option in addition to 90 pages per minute scanning. These devices replace a mix of other scanner brands, as well as older, lower-capacity Fujitsu models.

PaperStream IP Technology:
Advancing Scanning Solutions

BTCO is taking advantage of PaperStream Image Processing, the scanning driver software now included with commercial grade Fujitsu scanners. PaperStream IP technology uses advanced image processing to enhance standard TWAIN and ISIS applications, without any need to change or modify any software. It helps companies like BTCO save time and money by reducing rescans and the time needed to set up scanning profiles—which now takes just a few seconds.

PaperStream IP technology includes preset profiles that clean up the majority of standard documents; Assisted Scanning, which ensures the best image cleanup through visual selection; and a preview option that shows driver changes in real time, eliminating the need to scan and test again.

"With PaperStream IP technology, I simply create a scanning profile from my desk and then export to specific scanners, regardless of their location," says BTCO VP &IT Director Rich Stinnett. "It takes just a few clicks to set up a scanning profile and deploy it remotely. This ensures that everyone is using the proper scanning profiles. It's an invaluable technology for my job."

The benefit

BTCO achieved a number of significant business benefits by standardizing on the Fujitsu scanners and Fujitsu's PaperStream IP technology, including greater speed and production capacity, easier management, and enhanced confidence from customers.

T.W. Anderson, President of BTCO, says the company is not only meeting but exceeding customer expectations with the Fujitsu scanners. "We have one customer who asked us to scan 56 boxes of paper documents, or about 196,000 pages, each week," Anderson says. "When we brought in the Fujitsu fi-6800 scanners, we told them we had excess production capacity. That resulted in them giving us 70 boxes, or about 245,000 pages, each week to scan. We were able to meet their needs with a substantially higher throughput rate."

The PaperStream IP technology—now included with all Fujitsu commercial-grade scanners—eases management of scanning production processes. "The fact that I can create scanning profiles and then deploy and manage scanners from a central location simplifies my job," says Stinnett. "With the older driver software we used in the past, we would have to physically go to each scanner to manage and remove versions of the middleware. With PaperStream IP technology, my job has gotten a lot easier."

The choice of the Fujitsu scanners also inspires confidence in customers.
"One of the things we use when proposing a solution to customers is to impress upon them the efforts we've made to invest in the latest generation of equipment to meet capacity needs," says Anderson. "We often face prospects who think they might be able to save money doing it themselves. But in the end, we win them over by being able to show them that by having the latest professional scanning equipment, we can offer them the most efficient and cost-effective solutions for their business needs."