

providing bespoke *document management solutions*





**Pearl Scan Solutions Ltd** is a highly recognized company based in central Manchester and is an experienced provider of document management solutions to organizations throughout the UK. Our highly trained specialists clearly understand that each client's needs are unique - never force-fitting them into a standardized framework.

Our dedicated branch in London specializes in developing and supporting bespoke document management software and products. Our team of software developers has over 30 years experience in providing solutions to a

multitude of major blue chip companies and government organizations.

Our management team has been responsible for the introduction of applications into some of the UK's most successful and well known organizations. Our unique approach and understanding of all types of business document handling enables us to offer the most versatile for each and every client which is tailored to their exact requirements. Our clients range from government organizations, the public sector, legal firms, through to the logistics and engineering industry.

Our document management solutions have definitely proven their worth with all our clients who can testify to the benefits. A streamlined document process, significant cost savings, reduced administration and increased effectiveness of corporate information area amongst the results of our successful implementations.



# Document Scanning Services

Reduce storage costs, safeguard your business critical documents, increase productivity and have instant access to your documents!

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Whether you require a dedicated **on-site** scanning solution or wish to **outsource** the entire process to us, we can advise and install a complete document management system and offer advice and consultancy on key issues such as legal admissibility of scanned documents along with long-term storage or secure destruction after scanning.

## Bureau Scanning (TIFF, PDF, PDF Searchable, OCR)

Pearl's scalable document scanning services are flexible enough to adapt to whatever requirement you may have. Our bureau is fully equipped with state of the art technology and can cope with high volumes and quick turn around.

### Which Documents?

Our bureau scans any type of documents such as:

- Purchase / Sales Ledgers
- Contracts / Records
- POD Notes
- Medical Records
- Legal Files
- Application Forms
- Insurance Policies
- Manuals
- Photographs
- Drawings / plans

Prior to the scanning process all documents are fully prepared for scan-ready-format (by de-stapling, un-binding, removing creases / folds etc). Once scanned, our services also include image processing in which cropping, de-skewing and filtering can be applied to any poor quality or ageing documents in order to enhance the image quality.

### Document Indexing

After the initial scanning stage, all files are then indexed by the following categories:

- Reference number
- Client name
- Company name
- Title
- Date

This is to ensure easy retrieval and the ability to have more than one option available in order to search for documents. Our latest indexing software is also capable of capturing any printed barcode data on documents / forms and then output in an organized database format.

### Storage Media

The final step is to archive all the scanned data onto whichever media format you require. This could be on a disk, CD-R, DVD,

hard drive, a central server or even the Internet. It is now that you can begin to see instantaneous results and have the ability to retrieve / share any document from your PC or laptop!

### Document Search Software

Part of our bureau scanning services includes our document retrieval software which is supplied **free of charge** on read only CDs. Undoubtedly you will find the software very user friendly and simple to use - most importantly no prior training or installation is required. Once the CD is inserted into your CD-ROM, a small search window will appear on the screen, in order to retrieve a document all you need to do is type in the file name and within moments the file will be displayed. As well as just being viewed the document can also be printed or emailed to other colleagues.



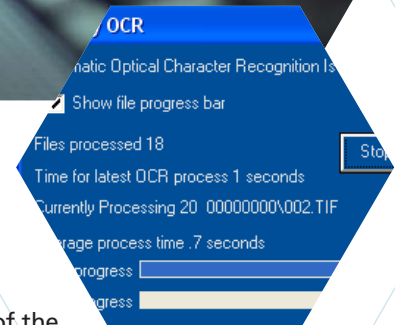
# Data Capture and Conversion

OCR CONVERSION (Ms. Word, Excel, Access & CSV) & PDF SEARCHABLE

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Pearl's OCR (Optical Character Recognition) scanning and conversion service offers you the flexibility to have your paper documents converted into an electronic editable format. This is a much cheaper and less time consuming option than manually typing and editing lengthy documents. Our bureau scans and converts the document(s) to any type of format required; this includes MS Word, Excel, Access, PDF Searchable, HTML and CSV.



## OCR Data Accuracy & Layout

The OCR accuracy depends upon the quality of the original document, if printed on a good quality printer we will achieve up to 99.995% accuracy. In addition to the image quality, our quality control department proof-reads all of the converted OCR data to ensure the text has been converted correctly.

If the document contains any tables, pictures, graphics and drawing objects they are also formatted from the document, so on completion your OCR document would appear exactly the same as the original, leaving you to edit whatever you like or search by whatever content.



## FORMS SCANNING & DATA ENTRY

Pearl's data entry and conversion services (auto & manual) provide a one-stop solution for all your data processing needs. Whether you have forms processing, imaging, database management and back file conversion needs, we specialize in offering a tailored solution.

### Which Forms!

We can scan any type of document, whether they are:

- Application forms
- Consumer Survey Forms
- Customer account forms
- Transaction slips
- Subscriptions
- Enrolment forms

### The Technology!

The electronic forms processing solution uses OCR, OMR and ICR recognition engines; this allows us to accurately capture typed, handwritten, barcode and tick box information in a matter of seconds. After the conversion process the data can then be extracted to Excel, Access, Word, PDF, TXT, CSV and if required we can also customize the database to integrate with your existing application.

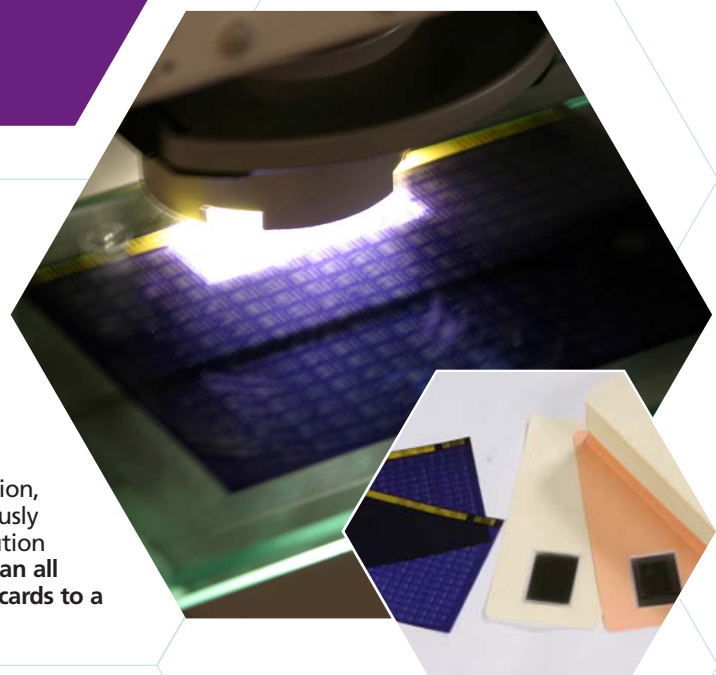
### Key Benefits!

This method is especially beneficial to customer service / call center environments whereby service standards, call handling & turnaround times have a huge impact on the day-to-day running of the business. Being able to maintain a competitive edge is an absolute must in today's economy and by implementing this solution all of the following factors are immediately noticeable:

- Quality service at all times
- Customer satisfaction
- Reduced queuing times
- Rapid turnaround time for queries / complaints to be resolved

# Microfilm / Microfiche / Aperture Card Scanning

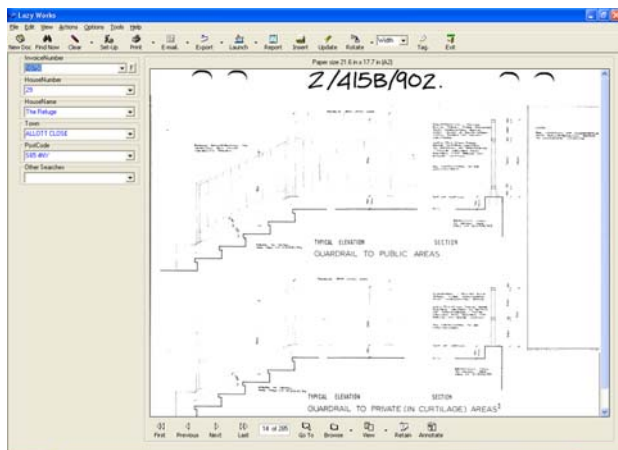
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It is now common business practice for a number of people to need regular access to the same information, in this type of environment it obviously makes sense to come up with a solution that caters for this very need – to scan all your microfilms / fiches & aperture cards to a central repository!

Our services consist of:

- Roll microfilm/microfiche/cartridges
- A combination of A4 & plans
- Computer output to fiche (COM)
- Aperture cards



We scan any type & volume of microfilm / fiche to either TIFF or PDF image format and store them onto a CD or Local Area Network for **shared access**. If originally microfilmed to a good standard, we can ensure that the final scanned images will be of the same high quality as the originals.

## Aperture Card Scanning

Our aperture card scanning service offers excellent image quality from a microfilm and any drawings / data on the card are maintained. The card is scanned on high-speed automated & manual photo matrix equipment, capable of up to 600dpi resolution. After the scanning process we index the cards using the categories listed below. On completion the scanned and indexed cards are either stored on a CD or copied to your network for shared access.

## Indexing, OCR Conversion or PDF Searchable Images Conversion

To ensure a fast and efficient search, all the scanned microfilm / fiche and aperture cards are indexed by the following categories:

- Reference number
- Client name
- Date
- Drawing number
- Part name
- Issue number

## Free Search Software

Part of our bureau scanning services includes our document retrieval software which is supplied **free of charge** on read only CDs. This software enables you to search for files or drawings from a mass database by using various indexed categories.

Undoubtedly you will find the software very user friendly and simple to use and most importantly no prior training or installation is required. Once the CD is inserted into your PC, a small search window will appear on the screen, in order to retrieve a document all you need to do is type in the file name and within moments the file will be displayed. As well as just being viewed the document can also be printed or emailed to other colleagues.

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# Drawing / Plan Scanning

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In addition to our standard A4/A3 documents, we also provide a specialized large format drawings / plans / maps / surveys scanning service. Taking the decision to scan and archive all your drawings will minimize the time spent searching for them and maximize valuable office space.

## Which Documents?

Our hi-spec drawing scanners can scan any of the following:

- Engineering drawings
- Building construction drawings
- Electrical circuit drawings
- Housing plans
- Railways plans
- Ordnance surveys / Maps

When scanned, all images are thoroughly cleaned up using a de-speckling, de-skewing and cropping process which results in excellent image quality from the original. Finally each drawing is inspected prior to final release.

## Indexing

Indexing helps users to search the files / drawings by using different categories such as;

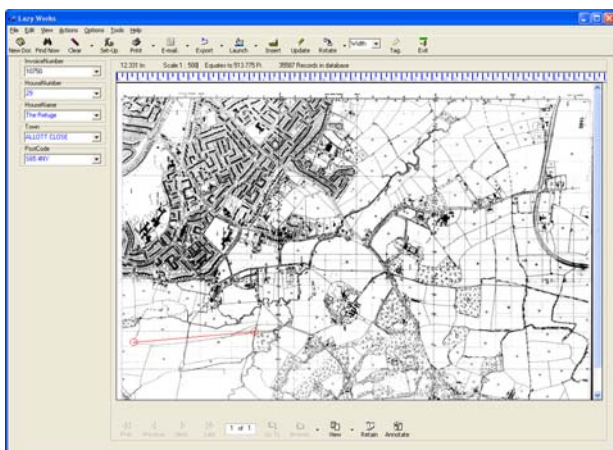
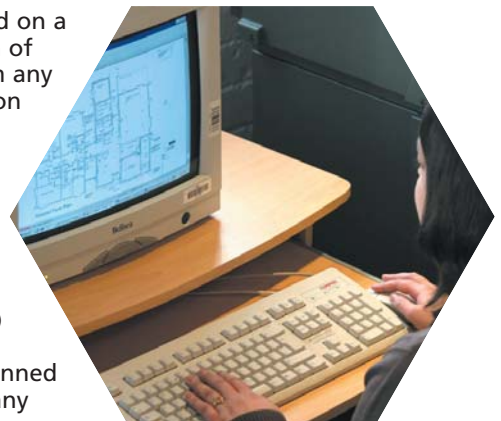
- Reference number
- Part / tool number
- Description
- Drawing title
- Date
- Issue number

## Storage Media

As a guide, over 5000 A0 size drawings can be archived on a standard CD or over 30,000 on a DVD. Whatever form of media you choose, all documents can be accessed from any PC, laptop or MAC or even copied to a network location for shared access.

## CAD Conversion (Raster to Vector)

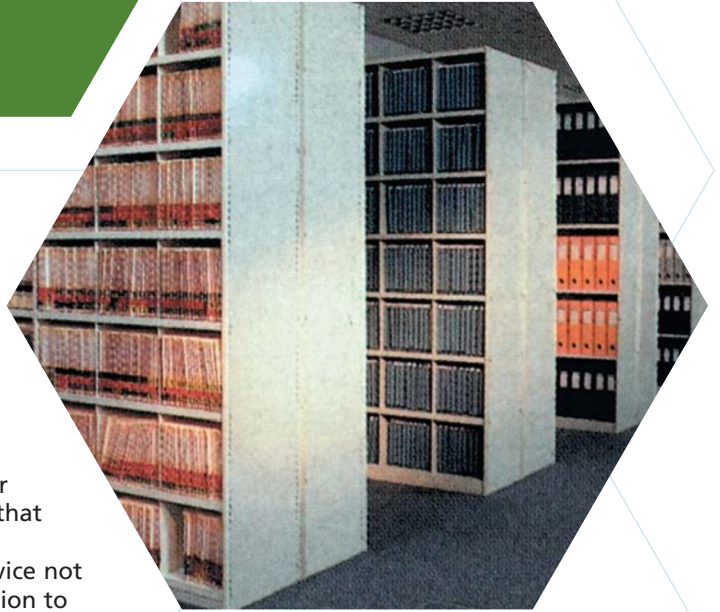
Our CAD conversion is a quick, low cost and efficient way of converting paper drawings into CAD format. Pearl offers an expert service (auto & manual drafting) with fixed pricing per drawing. This offers the client flexibility to determine which drawings need to be scanned and budget jobs accordingly. We can produce files in any CAD format which include AutoCAD, (DWG, DXF, Micro Station DGN) and many others.



# On-Demand Scanning

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Pearl's scan-on demand service offers you the flexibility to have your documents scanned whenever you need them as we understand that scanning everything is simply not economical in some cases. This service not only provides a cost-effective solution to storage needs, but also a managed electronic filing and retrieval service without the need to utilize your own time and resources.



## Key Benefits:

- Secure storage of all documents
- Hard copy originals available at all times
- Maximised office space
- Documents are instantly available on-line

## How On-Demand Scanning Works!

● All you need to do is tell us which documents need to be removed from your premises and we arrange the collection. Once collected the documents are delivered and stored in our secure purpose built warehouse.

- All your files / documents are kept in archive boxes and catalogued by their unique reference number. Whenever you need a file just send us a request via email or fax and our bureau will deal with this as a priority - usually within the hour.
- Our custom-made file-track system pinpoints the exact location of the requested document / files(s) from our warehouse which is instantly retrieved for scanning.
- The document / files(s) are scanned to PDF and immediately delivered by email, uploaded online or on CD / DVD(s).
- If you need any hard copy documents we will have them delivered the next day using our express courier service to ensure safe delivery.



# Bureau Services

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Pearl is the most cost effective and efficient out-sourcing alternative for any business in need of assistance with managing their documents and data work flow. From compact storage to complete document management solutions, we have the capabilities and resources to handle any type or size of **data capture & conversion project**, whether long or short term.

Our specialized document imaging, capture and data conversion bureau services include:

- Document scanning (TIFF, PDF, PDF searchable, colour & B+W images)
- Conversion services (OCR to MS Word, MS Excel & MS Access)
- Document indexing, data entry and forms processing
- Drawing/plans/maps/surveys scanning & CAD conversion
- Microfilm, microfiche and aperture card scanning
- Conventional microfilm production / duplication / digitize to microfilm
- CD duplication

## Why Outsource?

Our document and data processing services offer a complete expert and professional solution – right from the initial consideration through to completion. Taking the decision to outsource the entire process to us creates endless benefits which are calculated in terms of a reduction in staffing & IT costs and the better use of people & resources. This in turn allows you to focus on your core business and grow exponentially without hiring additional personnel.

## ON-SITE SCANNING!!

Our on-site scanning service is tailor made for those clients who for legal reasons cannot remove certain documents off the premises but still wish to outsource the scanning process.

### How it Works!

- With full consultation, we manage the entire project at your premises.
- We dedicate our team of experienced scanning operators who work on document preparation, scanning, indexing, data capture and conversion tasks by using our own high-speed mobile scanners.
- We ensure that the transition from a manual process to an electronic document management solution seamlessly integrates with your current systems, resources and needs.

### Key Benefits

- Minimal disruption to business operations
- Sensitive / confidential documents are protected
- Dedicated scanning operators are provided to meet rapid turn around times.



# Electronic Document Management Solutions (EDMS)

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## A Definition:

"An Electronic Document Management System (EDMS) is a set of computer-based technologies which is used to electronically capture, index, manage and distribute corporate documents held on a central repository such as a CD-R, disk or central server. This facilitates the fast and efficient process of retrieving, sharing, tracking, revising and distributing documents and the information they contain."



## From the End User's Perspective!

Whether your concern is streamlining operations for a more robust bottom line or serving your customers more effectively our approach to paper problems is tackled from the executive, records manager, IT and end-user perspectives. Our solutions are individually tailored to seamlessly integrate with existing workplace rhythms and applications.

## Problems We Solve

- Time consuming document searches.
- Storage space costs
- Work efficiency and increased productivity
- Records security
- Safeguarding of documents against disaster accidents

## Justifying Investment

Most companies in this current economic climate are under immense pressure to cut costs wherever they can as well as maximize the productivity of existing resources. Before committing to any type of investment a company must undertake a thorough needs analysis in order to obtain an accurate picture of the quantifiable financial returns. To make the process easier, we have devised the following table which illustrates exactly how an EDMS is a guaranteed return on investment.

## Our Analysis (EDM ROI)

Paper Costs	Files can be emailed rather than sent by post saving heavy postage fees
Printing	Less desktop printing & photocopying, reduced rental and maintenance costs such as toners and ink
Storage Space/Costs	Filing cabinets, shelves, storage rooms etc are reduced, making way for valuable office space and resources
Improved Customer Service Standards	Instant access to important information allows immediate responses to customer enquiries
Document Portability	Empowers mobile workers as documents are readily available on PC's, laptops or even the internet.
Disaster Recovery	Allows to plan for disasters such as fire, storm, flood damage etc as all paper documents have a back up facility in place on a CD or central server.

# Our Proven Approach to a Successful Document Management Solution!

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Pearl's core approach to document management focuses on "**providing the right solution set for you**". We use the following process to achieve successful outcomes which guarantee your organization **considerable growth, cost savings, streamlined operations** and most importantly **return on investment**. The principal steps are:

## ***Appraisal / Business Analysis:***

An initial meeting is arranged at your site to understand and discuss current business operations. The outcome of this meeting will enable us to analyze your requirements, the staff involved, types of documents and approx volumes.

## ***Presentation of Proposal:***

You are presented with a custom made proposal, which specifies how the implementation of a document management solution and the technology involved will beneficially address the underlying business processes. It is important that representatives from the relevant departments are present at this meeting so that everyone involved or affected is conversant with the whole process. Discussions and question and answer sessions will broaden and intensify your understanding of our technology and in turn extend our understanding of your business.

## ***Detail Specification:***

Obtaining the necessary information from all relevant parties by either short meetings or questionnaires helps us create a detailed business specification. This document contains all the appropriate project information including documents, volumes, costs and infrastructure.

## ***Implementation of Agreed Project Plan:***

A project manager is assigned to ensure that all aspects of the project are completed satisfactorily and procedures such as quality control are adhered to.

## ***Training and On-Going Technical Support:***

Even after completion of the project we continue to provide our support – free of charge. Our document management specialists are available at any time to offer friendly advice, training and assist with technical queries.





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