



Case Study Facts:

CLIENT: Contego Information Management

PROBLEM: Wanted to speed scanning services for customers

SOLUTION: PaperVision Capture®

RECOGNIZED BENEFIT: Decreased scanning times, grew the business, and have saved over \$500,000.

Contego Information Management Cuts Scanning Times and Grows Business with PaperVision® Capture

As a business that provides scanning services for clients, Contego Information Management was in need of a solution. Their old system simply couldn't keep up with the demands of the business. It required too many manual steps and tasks were getting muddled and lost in process.

After implementing PaperVision Capture in 2014, they have reduced scanning times by over 50% and saved \$500,000 in operating expenses.

The Situation

Contego has worked in the Information Management industry for over 10 years. Their comprehensive portfolio of document services, document storage, document management systems, and web-based document hosting serves organizations of all sizes in every major industry.



With two locations in Texas, they are dedicated to providing the highest quality document management and scanning services for their clients. Currently, they have 125 employees and process 12-15 projects of various sizes per day.

For years, processing boxes for scanning was a very laborious activity. Scanning staff had to manually handle each box, type in missing information, and manually place document breaks. Documents were frequently lost and jobs ended up with missing information.

It was also difficult to tell what step a job was in without stopping and manually looking. Chad Messer, the VP of Operations, said it was very time consuming when customers would call. "Customers would call me and I would have to call them back while I tried to figure out where their job was, what job belonged to them, and what the status of that job was."

When customers dropped off their boxes for processing, they often requested special instructions. These instructions were written down in a book. Scan operators had to look up the instructions before beginning a job. Messer said, "If there were multiple boxes in a job, and the operator forgot the steps, they had to go look them up again. Then sometimes they would have to re-do the work they had just done because they forgot a step."

Exporting finished jobs was also a task. The previous scanning solution didn't offer export templates and sometimes they would have to hire developers to write custom code for them. Waiting on custom code would often delay the job as well.

Messer and the company President, Kevin Knebel agreed there was no way they could increase their scan volume and grow the business without a new solution.



EfficiencyNOW

Scans 50% faster for customers

ControlNOW

Scan staff can instantly see the status of any job in real time

MoneyNOW

Saved over \$500,000 by implementing PaperVision Capture

Case Study

Facts:

CLIENT: Contego Information Management

PROBLEM:

Wanted to speed scanning services for customers

SOLUTION:

PaperVision Capture®

RECOGNIZED BENEFIT:

Decreased scanning times, grew the business, and have saved over \$500,000.

The Solution

Contego Information Management wanted an easy-to-use and easy-to-learn system that would allow them to speed up their scanning jobs. They decided to become a Digitech Systems reseller and implement PaperVision Capture. Installation and training took less than a day, and they were up and running fast.



Today, they are scanning faster than they ever have before. It allows them even greater flexibility to respond to customer needs. “Even when we get a rush job in, it’s not a problem,” said Messer. Instead of manually inputting data, the scanning staff can now use the hotkeys and icons to save time. They are 50% faster at scanning now they only have to focus on one task at a time, making the entire processes more efficient. Messer says setting up scanning profiles for each job has also saved them valuable time. “Before you had to reference a physical book to see how each job was supposed to be set up. Now, with scan profiles, you can just assign that scan profile to the box and the system will do exactly what it needs to do automatically.”

“PaperVision Capture’s easy to use interface decreases the amount of time it takes to learn the whole process. After we finished the install, we were up and running in less than an hour.”

- Chad Messer, VP of Operations
Contego Information Management

The scan staff also has better control over each job. Before, they would have to manually look to see what step each box was in. But now, they can run a simple report and the system can tell them what step any box is in instantly. Delivering finished documents to the customers has also gotten easier said Messer. “When we are done with a job, we can just email the scanned files over to the customer in the file format they have requested, then after 90 days we destroy the physical documents. It couldn’t be easier!” Thanks to the sample templates that come with PaperVision Capture, gone are the days when they would have to hire developers to write custom code for them if the export the customer wanted was something the previous software didn’t support.

Implementing PaperVision Capture has allowed Contego to take on additional work and grow their business. “The conversion to PaperVision Capture has saved us \$500,000 in operating expenses since 2014. We have hired more employees and were able to open the new office in Fort Worth last March. We went from one project with eight employees to four projects and 90 employees.” Thanks to PaperVision Capture, Messer says they can now focus on the quality of the work, not the quantity and the customers really appreciate that.

About Contego Information Management

Contego has worked in the Information Management industry for over 10 years. Their comprehensive portfolio of document services, document storage, document management systems, and web-based document hosting serves organizations of all size in every major industry. To learn more about Contego Information Management, call 888.455.8551 or go to www.contegoim.com.