

## imageWARE CASE STUDY Casino Documentation Storage



OVERVIEW

WORKFLOW

SOLUTION

SUMMARY

### Canon Solution: imageWARE Document Manager and imageWARE Scan Manager

#### 1 General Overview

Casino and gaming establishments are primarily engaged in operating facilities that offer table wagering games along with other gambling activities, such as slot machines and sports betting. The operation of any casino is complex. From casino resorts to stand-alone casinos, there are many multifaceted departments that perform a multitude of tasks to make operations transparent to guests and/or players. Providing the best possible guest/player experience increases the casino's chance of winning repeat business and customer retention. This is a key point to a casino's strategy and success. It's as important as its theme and service offerings.

A recent policy change made by the Nevada Gaming Commission and State Gaming Control Board now allows casinos to utilize electronic document management and content management systems to help automate, process, and store their cage documentation. Previously, casinos had to store such documentation in its original paper format for a minimum of five years. As a result, storage costs were extremely high for both large corporate-owned and small business-owned casinos alike. On average, Nevada casinos spend \$1.5 million dollars a year to store their cage documentation either on- and/or off-site.

## Customer Workflow and Issues

With such staggering documentation storage costs, a casino's document retrieval procedures and expenses fare no better. Document retrieval is an important aspect of a casino's audit procedures, and cage documents—such as winning tickets, ledger reports, and cash reports—must be made available to both internal and external auditors, many times on demand. These audits were very time-consuming for the customer (the owner of four separate Nevada casinos); each time one was performed the auditor would request a three-month period of work and then review each document, one at a time. Without on-demand access to cage documents, document retrieval was slow and became a laborious and costly task for casino staff to retrieve, particularly if the documents were stored at an off-site facility.

The customer understood what the impact of this change in policy meant for its casinos and how this change could reduce costs and improve processing associated with document storage and retrieval workflows. Given the average cost associated with storing cage documentation, the cost-savings from implementing an electronic document management system in each of the four casinos was anticipated to easily pay for itself within the first year.

Prior to the change implemented by the Nevada Gaming Commission and State Gaming Control Board, the customer had already undertaken steps to evaluate a better approach for long-term document storage. However, of all the would-be considerations (one of which included constructing an on-site location for document storage), none met the customer's requirements effectively.

With the change in policy by the State, the customer's effort to find a cost-effective solution to this problem intensified. By coincidence, the customer was also evaluating its office technology by working with a local Canon Authorized Dealer. Based on a deeper understanding of the challenges being faced by the customer, the Canon Authorized Dealer was able to recommend a solution that would satisfy the customer's document retention and storage requirements while, at the same time, aiding in further leveraging the investment that would be made in office equipment.

To assist in this process, the Dealer engaged Canon Professional Services (CPS) and set up a meeting to review the casino's business requirements. The Dealer and CPS were instrumental in scoping, building, and implementing a document management solution that met the storage and retrieval needs of the casino as well as complied with the digital imaging mandates set by the Nevada Gaming Commission.

### Customer Workflow Prior to Implementing Canon Solution



**Records Storage**  
Cage documentation stored in an off-site warehouse.

**Record Retrieval for Audits and Inquiries**  
Search and retrieval of cage documentation was manually intensive. Staff had to get to off-site warehouse storage facility and search through files by limited methods: chronological, alphabetical, casino name. Once files were located, they had to be loaded, and transported back to the casino.

**Audit Documentation Review**  
At the casino, documents were unloaded and prepped for auditor review. Boxes of documentation were handed over to auditors for their review and reporting purposes.

## Canon Solution Overview and Components

Through the informal meeting that began with an MFP purchase inquiry, Canon Professional Services and the Dealer proposed a solution that was comprised of imageWARE Document Manager Enterprise Edition, imageWARE Scan Manager v4.1, and multiple ScanFront 220P network scanners. The casino also contributed to the design of the solution through its exhaustive research done with its business and IT staffs. Through this collaboration, an electronic document management solution was implemented, which met the casino's needs of creating a digital repository for data storage and retrieval.

The imageWARE Document Manager and imageWARE Scan Manager solution focused on keeping the casino's processes simple yet robust, allowing the casino to streamline time-consuming document storage and retrieval processes. The combination of the two imageWARE document management systems and the ScanFront 220P network scanners allows cage employees to convert documentation at their workstations for storage in a central imageWARE repository. Through this new process, cage documentation is captured immediately and is readily available for research or audit purposes. It has virtually eliminated the need and costs associated with external document storage.

With the casino's documentation electronically stored and accessible via its network, the retrieval process was modernized with on-demand access. Documents can now be provided to auditors with little or no lead time needed as compared to manually having to search and retrieve filed documentation. This automation was essential in transforming manual document storage into a streamlined electronic document management process. The need for an electronic document repository to search, store, and retrieve documents on demand was essential in meeting the new Nevada Gaming Commission digital imaging and electronic document provision, as well as the casino's own strategy to reduce costs.

### Customer Workflow After Implementing Canon Solution



#### Scan Recognition and Index Application

Cage documentation is transformed into electronic data images that are stored in a central imageWARE repository on-site in each casino.



#### Record Retrieval for Audits and Inquiries

Auditor requests for documentation are now just a few simple clicks away. Files are searched by indexes that enable retrieval to be completed efficiently, eliminating the need to manually transport boxes of files back to the casino and search through each document, one at a time.



#### Central Electronic Document Repository

Provides both casino and auditors with real-time access to cage documentation. This provides both the casino staff and auditors with an efficient process for managing, storing, and reviewing documentation.

## Summary

With the Canon solution, the casino was able to realize the following benefits:

- Achieve its main goal, which was to implement a digital document repository to eliminate hard-copy document storage and retrieval costs and inefficiencies
- Help eliminate the need for warehousing hard-copy work
- Manage its cage documentation from point-of-origin to electronic document repository
- Save time and resources by allowing staff to access the documentation directly from their desktop computers for audit purposes

The Canon Solution has significantly reduced the number of hours and staff normally required to manage the customer's documentation storage. For the casino, each paper document represented a cost. With the implementation of imageWARE Document Manager, each document represents a save, as the cost of storing electronic files is much less than storing paper files. The casino has also significantly reduced the manual effort associated with its previous workflow process. In addition, the need to manually search and retrieve files for audits is no longer necessary.



The combination of Canon Professional Services and the Authorized Canon Dealer was successful in documenting the customer's existing business challenges and providing a solution that was cost-effective and simple to use, yet scalable enough to meet future needs. With the new system in place, the customer is reporting improvements in efficiency, greater and more reliable access to cage documentation, easier compliance with audits and, most importantly, significant cost-savings as compared to the previous process.

While there were many document management systems the casino could have selected, the combination of product capabilities and expertise delivered by Canon and the Authorized Canon Dealer made a compelling reason for the customer to ultimately select imageWARE for its workflow requirements. The Canon Professional Services team, working in combination with the customer and Authorized Canon Dealer, implemented the system in weeks, thereby permitting the customer to quickly take advantage of the many cost-savings and productivity benefits associated with the new workflow.

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