

Business  
Problems.

*Solved.*

## USE CASE

### Saving and Retrieving of Workflow-Related Documents

#### GENERAL OVERVIEW

This organization required a system for saving and retrieving all documents related to work orders and quality assurance standards as well as normal administrative and fiscal records. Information needed to be easy to retrieve and follow the organization security measures, as some documentation was of a confidential nature due to state, federal, and industry regulations.

Organizational and procedural interventions must always accompany strong growth in production. This helps the company to obtain and maintain a high level of efficiency with regard to planning, programming, managing, and controlling its productive environment through the use of an ERP system.

***“Among the largest organizations, 73% say the potential impact of an information leak would be high or disastrous.”***

— Source: AIIM 2012 -  
Capitalizing on Content

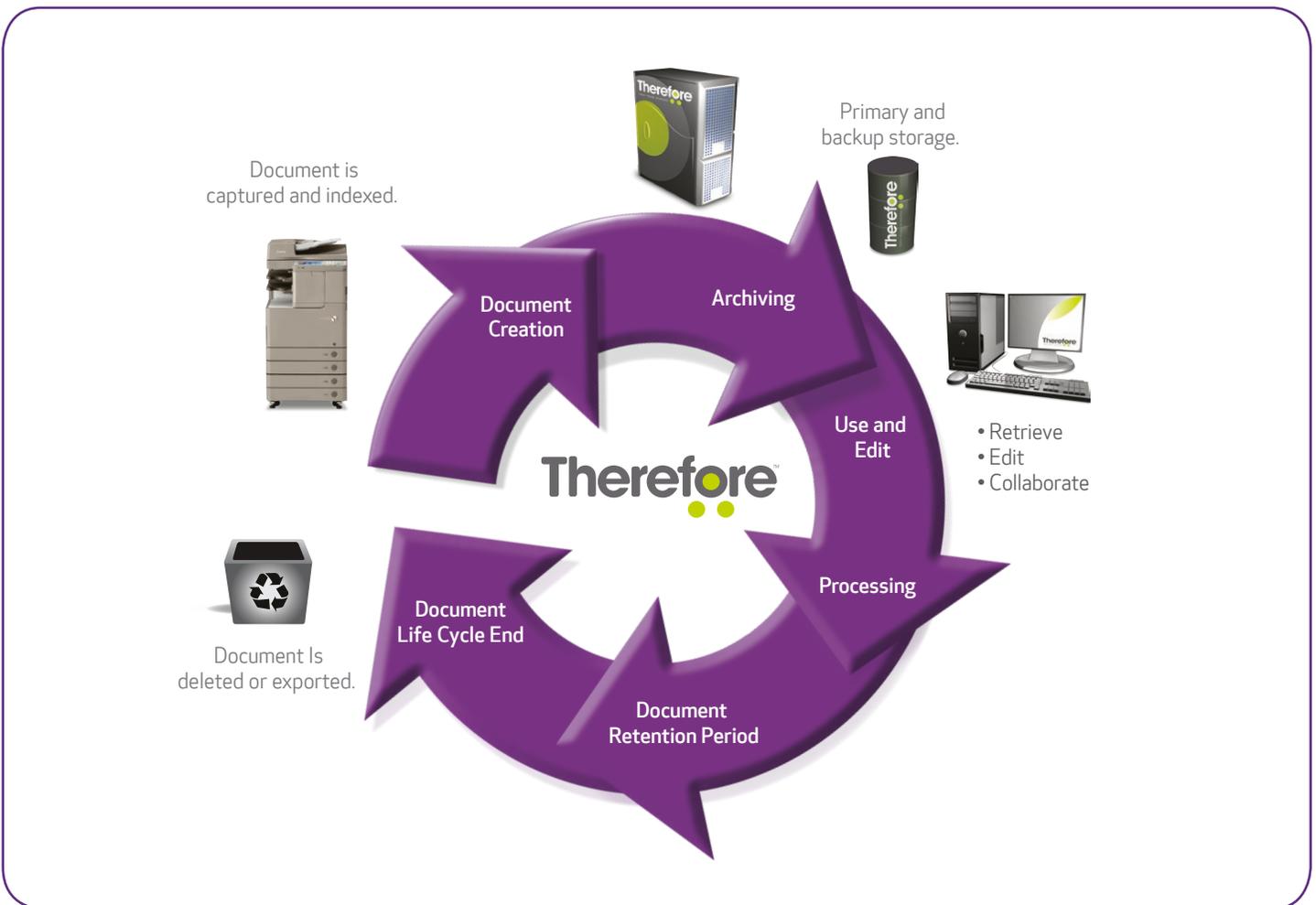


## CUSTOMER ISSUES

Like most companies, security of information, the ability to find files and corresponding documentation easily, and keeping costs down are always important issues.

***"We can say we're very satisfied with our Therefore™ system. It allows us to save time and money, but, most important, it helps us work better."***

— Company Representative



***"An ECM solution that allows searching for company-wide content could improve employee productivity by 30%!"***

— Source: AIIM 2012 - Capitalizing on Content

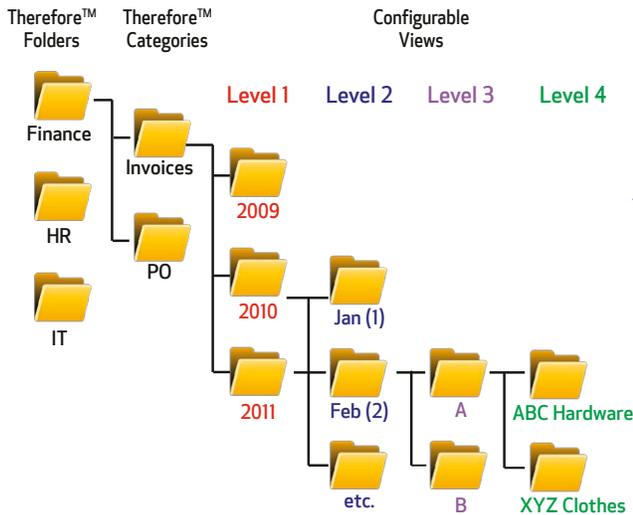
This company wanted to combine the functionality of the Canon imageRUNNER ADVANCE system with an information management and workflow system to create a new way of working, complete with hardware, software, and support services. Enter the Therefore™ solution, an exclusive Canon offering. Scalability and the ability to personalize information capture processes were paramount to this project. The Therefore™ information management solution allows simultaneous access to users through named or concurrent licensing.

## CANON SOLUTIONS OVERVIEW AND COMPONENTS

This company recognized the need for corrective action and understood Canon to be a leader in the imaging industry, providing effective and efficient business solutions. Through the combination of the Canon imageRUNNER

ADVANCE system and the Therefore™ solution, the company now has a system that works today and can grow with it into the future.

**Phase I** of the information capture process for the paper documents, estimated at round 25,000 — 30,000 pages per year, was handled by the imageRUNNER ADVANCE system. Here, customized workflows were created for scanning and sending different document types to corresponding folders on the Therefore™ server.



**Phase II** consisted of using the Therefore™ Capture Client, through which the scanned documents were processed, indexed, and sent to their respective categories in Therefore™.

Through integrating with the system's database, it was possible to automate certain workflows, thanks to features like the ability to read bar codes, which are present on some types of paper documents processed.

saving. This allowed full-text searching within the documents, thereby enabling the staff to perform searches based on codes or product descriptions contained in the text of these documents.

Certain workflow-related documents had been configured to be automatically converted to searchable PDFs upon

***“Sixty percent reduction of office space when using an ECM solution as compared to physical storage. This produces a savings of 9% in office leasing and service costs.”***

— Source: AIIM 2012 - Capitalizing on Content

## THE RESULTS

The Therefore™ solution implemented allowed the company to remove all non-fiscal paper documents related to processing orders. It enabled simple, quick searching of relevant information for each department while conforming to the company's quality assurance standards. Along with the Canon imageRUNNER ADVANCE system, the Therefore™ solution helped increase company efficiency of everyday tasks and reduce costs. Each document was assigned to the correct category, while allowing for simple searching just by typing in the order number. Searchable PDFs also made it easier for company staff to save and retrieve all documents for fast and simple searching and retrieving in the future.

***"Twenty-two percent of businesses cite inflexible processes as hampering business reorganization."***

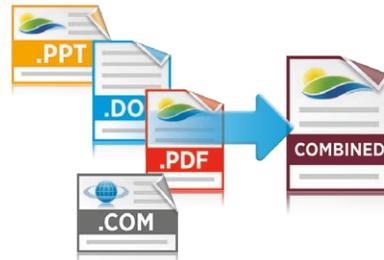
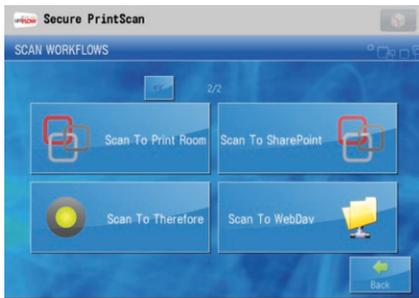
— Source: AIIIM Industry Watch 2011

## THINGS TO CONSIDER ...

Future projects are being planned with this organization to assist with security features through access rights from the help of uniFLOW—the exclusive print, scan, and device management solution from Canon. It's critical that only authorized persons be able to scan documents—especially documentation that may contain confidential information—and release their print jobs at the device, after logging in, to keep printed information safe.

Considering that documentation sometimes comes via fax, mail, e-mail, FTP link, etc., Canon is also looking into adding the imageRUNNER ADVANCE Desktop solution that would allow for the ability to combine documents of different file formats into one file for easy access and simplified filing.

**uniFLOW**



**imageRUNNER  
ADVANCE  
Desktop**



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