

Case Study

Suffolk Fire and Rescue

Digitising incoming mail with PSI:Capture and SharePoint

The Company

Suffolk Fire and Rescue Service delivers effective prevention, protection and emergency response services, to improve the quality of life for people in Suffolk. They have built up a reputation for high performance and are one of the most cost effective services in the country, continuously improving what they do and how they do it.



PRODUCT
PSI:Capture
from PSIGEN

APPLICATION
Digital
Mailroom

INDUSTRY
Fire Service

The Problem

Suffolk Fire and Rescue needed a more sophisticated document capture solution, as their existing software required a lot of manual keying. In addition, they were moving to a new SharePoint-based system, so they required compatible scanning software.

The Requirements

An affordable document capture solution that would automate mail scanning and integrate seamlessly with SharePoint was needed.

The Solution

Datafinitivity recommended PSI:Capture, which Suffolk Fire and Rescue chose for its tight integration with SharePoint and relatively low cost. Up to 200 documents, including invoices, payment vouchers, fire and rescue incident forms and general correspondence are scanned each day. PSI:Capture detects the document type and applies the appropriate index fields. It then



either captures the data from the document using OCR or retrieves data from a look-up list, or in some cases data is manually keyed. Finally, it creates a text-searchable PDF, which is automatically routed to the relevant SharePoint library.



Incoming Invoices and correspondence are scanned on a Fujitsu A3 scanner using PSI:Capture.

PSI:Capture identifies the document type by looking for keywords and reads data from the document using OCR, or lookup lists, to index the document.

Documents are converted into text-searchable PDF. Index data and PDFs are exported directly into SharePoint 2013 for storage and retrieval.

In addition, PSI:Capture processes emails and other electronic files through the indexing module and into SharePoint, providing one system for processing both paper and electronic correspondence.

“PSI:Capture has enabled us to scan large volumes of documents into pre-defined structures in SharePoint, with the use of OCR data capture or very simple drop-down menu options. The ability to use SharePoint’s Metatags has improved how we search for these documents afterwards. By being able to batch load the documents, with automatic OCR ability to complete the metadata in most cases, time and effort has been saved compared to our previous scanning software.”

Alyson Giles, ICT Manager, Fire and Rescue.

About Datafinity Ltd.

Datafinity delivers cost-effective, leading-edge document management and data capture solutions for companies that need to improve the efficiency of business and document processes within their organisation. By providing a combination of innovative market leading technologies and years of experience in document management solutions, Datafinity can help improve efficiency, save cost and enhance customer service whilst achieving a fast return on investment.

About PSIGEN Software, Inc.

PSIGEN is the innovative leader in advanced capture applications, and helps organisations convert content into managed digital assets. Their largest customers include service providers, business process outsourcers, and major corporations with significant customer concentrations in financial services, healthcare, manufacturing and retail.