HP Advanced Image Management System

GOVERNMENT SOLUTIONS

Based on an actual HP AIMS implementation

The Customer

The customer is a government agency responsible for the registration of births, deaths, marriages, divorces and name changes. The agency handles half a million requests for service yearly.

The Problem

Over 18 million registrations, going back over 120 years, were held in approximately 40,000 volumes of books, weighing about 30lbs each. The archive was growing and old documents were deteriorating with constant handling. It was becoming increasingly difficult just to handle the large amounts of information.

Customers would make requests for copies of certificates either by mail or personally at a walk-in counter. It used to take many days – sometimes weeks – to fulfil requests.

When a request for a certified copy of a certificate was made, it was entered into an IBM® mainframe. An overnight match was attempted against the database of registrations. If a match was found, a report was produced so that staff could go to the file room, pull the document and make the copy.

The situation was further aggravated because the agency was sited in two locations, over 1000 miles apart. It was difficult and costly to access the paper-based library from these different locations.

The Solution

Of the 18 million documents, it was decided that 10.5 million should be converted to images. They were scanned at a rate of 65 to 70 thousand documents per day over an eight month period. A total of 84 temporary personnel working two shifts performed the scanning.

The scanned images are now stored on two hundred and fifty 12" optical platters. Requests can be actioned immediately

The office paper explosion – millions of tonnes.

1980   1985   1990   Today
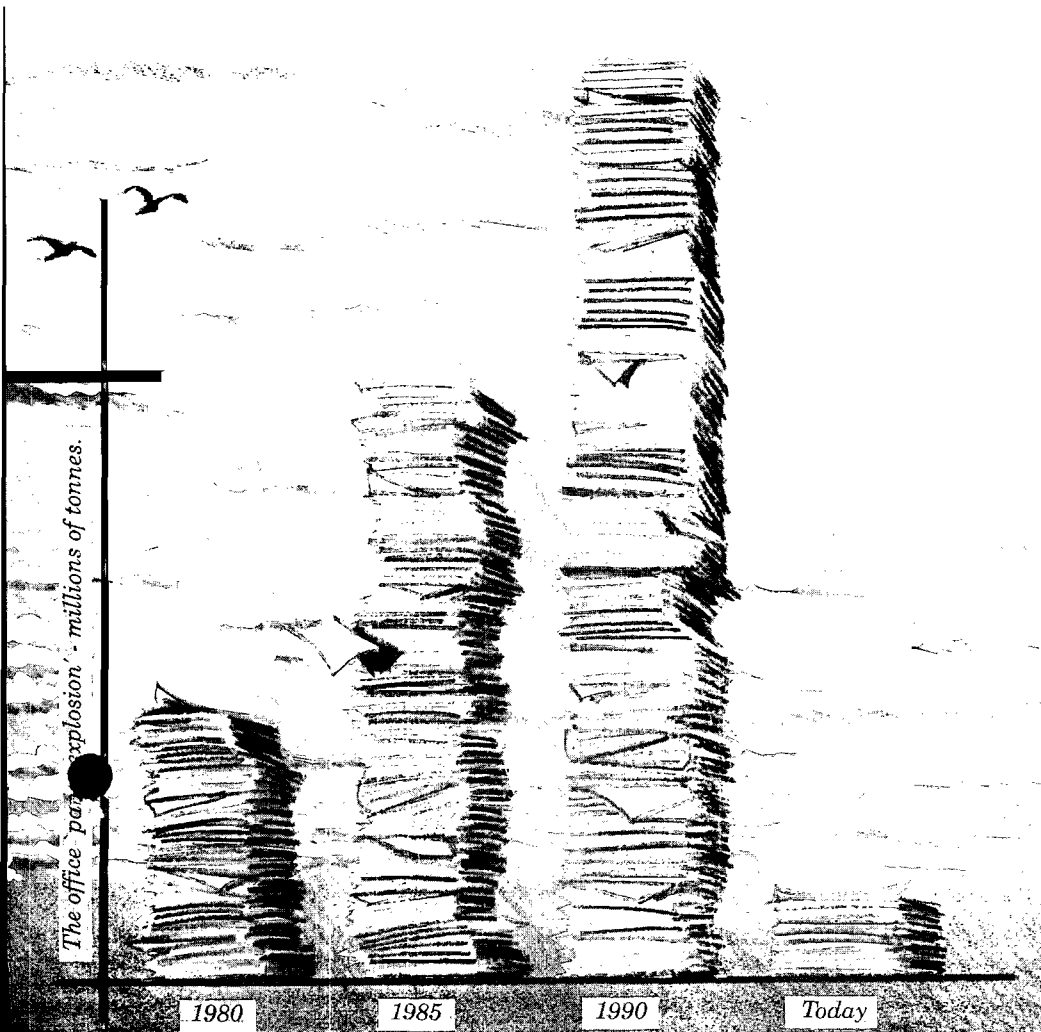
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regardless of the location at which a request is made. Document retrieval staff each have a PC workstation from which they can make the search and retrieve the associated document image. Existing registration numbers on the IBM system are linked to the images in the HP Advanced Image Management System database and displayed on a single screen. The image is then printed for the customer on a high quality HP Laserjet laser printer.

The Paybacks

Introduction of the HP Advanced Image Management System has had direct and indirect paybacks. The initial study, which looked at the workflow processes involved, highlighted some inefficiencies. The document image management solution now utilizes a re-designed workflow. Many of the steps in the original manual process were eliminated or streamlined. The need for a large paper library and its associated paper handling process was also eliminated.

All paper moving, sorting and work division steps have been automated. Imaging has eliminated the cumbersome and time-consuming set of steps involved in retrieving and copying the registrations. It has also eliminated the need to microfilm the paper records.

Projected productivity improvements include payroll savings of about 15% annually, due to the relative efficiency of the new work-flow, based on the imaging system. Annual savings of 26% of non-salary operating budget are due to savings in floor space, data entry equipment, book binding and restoration costs, as well as mail and courier costs.