

Business Process Optimisation

Versatility of the multi-function device (MFD) is an often-touted benefit by all the major office equipment manufacturers, but how many organisations are using these devices to their full potential, and what is actually meant by versatility? Consider that MFD's have been part of the office scenery for many years, and have become part of critical business infrastructure, do people fully understand their potential and are they getting value out of what's locked in that device? What about the value of knowing who the user is and how can this drive efficiencies in the business?

The challenges

These questions were posed to Fuji Xerox's Australian based software development team when they started development of Image Gateway for Apeos 2.0 (IGA2.0). Take scanning for example, every organisation scans documents for various reasons but where do they go – email, network folders or some form of document management/records management system? This is becoming a major consideration today as the amount of unstructured content in business continues to increase, in fact, recent analysis of the global document and records management market finds that this is a growth segment particularly in Australia – where it ranks as one of the key IT growth segments.

One of the reasons for this is increasing compliance requirements – content capture, access and storage are crucial. Traditionally a scanned document is manually fed through an input device, converted to soft copy and sent to an input directory, network folder or email. Then through either an automated (software) or manual process it is retrieved and directed to the records management/EDMS application. To retrieve that same document the application needs to be accessed from a network-connected computer (providing the user has the relevant permission), directories searched and then print to a specific device.

All of this takes time, the amount of which is dictated by permission based access to applications, physical locations of equipment, software and hardware availability – all potential contributors to inefficient business processes.

Similar process inefficiencies are also prevalent in other document intensive workflows such as faxing and printing.

Customisable Interface

The solution

IGA2.0 provides the ability to complete these functions and more at the Multifunction Device (MFD). IGA2.0 is a component based software platform for Fuji Xerox ApeosPort devices, providing improved process functionality (particularly with document intensive processes) at the MFD. It's capabilities range from server based cost management, scanning, faxing and a two-way access point to document management systems using a customisable, full colour, high resolution interface at the MFD touch panel. While these four components form the current offerings (individual modules or the entire suite are available) additional functionality can be developed to suit specific business needs.

Users can now access various business applications directly from the MFD

- Faxing
- Scanning and Indexing a document to a Document Management/Records Management System*
- Retrieving a document from a Document Management/Records Management System*
- Cost Management such as, allocation, charge back and access control, secure release

Disparate Systems vs Integrated Solutions

In today's business climate the need to optimise the usage of key applications and hardware within all types of business – is critical whether they are a large global enterprise or a small/medium local business. Organisations are now looking at ways of improving processes and how they can make the most of their resources.

Increasing scrutiny within document intensive processes, security, access and cost has led to the development of complete integrated solutions rather than single point products. Rather than relying on disparate systems and multiple vendor products, IGA2.0 provides security and piece of mind with an integrated platform.





Image and Data Capture - Module

Scanning

File cabinets full of paper documents can quickly overtake valuable office space and accessing these documents can be a challenge. Filing incoming physical mail electronically and electronic document distribution are basic business processes which play an important part in many organisations. So when digitally archiving documents is the solution, it must be easy to do, inexpensive to implement and maintain. Legislation and an ever-increasing focus on information privacy have lead to increased demand for scanning technologies. Organisations now need to comply with internal and/or external compliance requirements where access to client/personal information is restricted or strictly controlled.

IGA2.0 extends the standard MFD scanning functionality to deliver even greater capability to the ApeosPort MFD such as:

- Support for batch scanning, including blank page recognition
- Forms Support* – auto recognition and pre-defined forms
- Extended output file formats and destinations such as Word, Excel and high compression PDF
- Des skew documents
- Rotate documents
- Split document at blank pages for text searchable document formats (PDF/DOC)

Scan and index directly from device into EDMS/RMS



Image and data capture

- Document magnification
- Multi Lingual OCR support (Korean, Simplified Chinese, Traditional Chinese, Japanese, French)
- Document preview before print
- Distributed OCR service support – If the Image Gateway server is a member of a Windows 2003 Domain, then the OCR service can be installed to a distributed setup (Up to five separate servers for load balancing). Installing this service on a distributed server is recommended due to the high resource demand that OCR processing requires
- DMS connectors* for:
 - HP TRIM™
 - DocuShare™
 - Microsoft SharePoint™

* Additional connectors in development.



Connect to EDMS/RMS*

Document Management Systems

Organisations need Document Management Systems to do four things – store, secure, retrieve and share information. Document Management Software was created in the effort to introduce ‘paperless’ offices. While this business model is impossible to perfect, software began integrating both paper and Electronic Document Management. Since organisations have varying needs, Document Management Systems are designed specifically to address particular aspects of sorting and managing information. Today, customer challenges include:

- Increasing demand for document storage
- Difficulty in locating documentation
- A need to secure data and documentation
- A requirement for workflow process improvements

These challenges affect many types of organisations regardless of company size – it’s down to the amount of data they need to process.

Information retention,
more important now
than ever

IGA2.0 provides a direct link into a new or existing EDMS/RM system, which promotes data integrity and compliance for document storage and access. This is an add-on to the basic scanning module and includes:

- Integration to leading EDMS/RM systems such as SharePoint™, DocuShare™ and Trim™, allowing ‘scan to’ and ‘retrieve from’ functions with the same permissions and user conditions as if the user is at a desktop PC. This allows search functionality, metadata tagging and matches existing permission based access – all from the MFD User Interface (UI)
- Remote staff can access back end EDMS/RM regardless of their physical location as long as they are at a network connected ApeosPort device they have the same access as any other location, this assists in enforcement of document management policies and allows productivity gains through convenient access. Users can also be given access rights to systems which would otherwise only be allowed from a desktop PC
- Preview and retrieve files in more than 400 file formats through the ApeosPort User Interface. This feature does not require additional license purchasing of the application that creates the file format being viewed – for example, a user can access the device and preview a Visio™ document without needing to have purchased or downloaded an additional Visio license, saving on paper wastage as well as additional cost of its applications

Retrieve, preview and print directly from EDMS/RMS



* EDMS Electronic Document Management System
RMS Records Management System



User Identification and Cost Management - ACCRU - Module

Measuring Output Accurately

There is increasing pressure to reduce unnecessary costs and wastage with rising energy costs and the increasing demand for sustainable business practices. Many organisations don't realise the potentially large cost of not only MFD or printer fleet ownership, but also the printing and copying output – including paper, toner and energy costs.

It's not uncommon to not realise the expense until a method of control is introduced. Cost Management has been part of accessories since the early days of the photocopier and ensuring output is measured accurately with minimal impact to the way staff use the output devices should be a core internal business requirement.

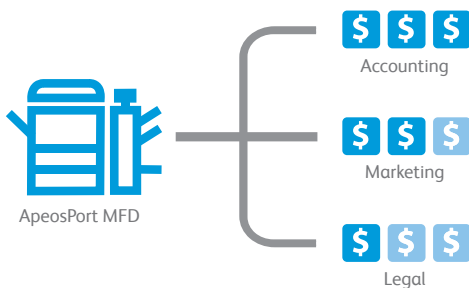
Organisations produce large amounts of documents as a service to their customers. This is typical of legal, architectural and consulting firms. How can organisations do this without software tools to ensure that documents are correctly and accurately recorded against their clients – especially if documents are being produced by numerous employees?

IGA2.0 ACCRU brings the following features to the ApeosPort device:

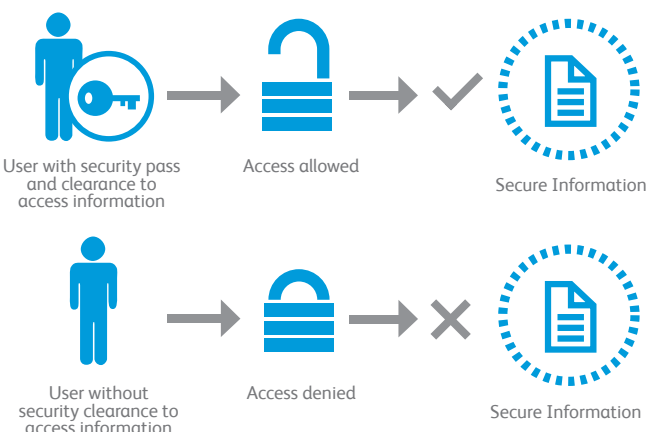
- Swipe card access and single sign-on capability to all features relevant to the user and applications running on the IGA2.0 server
- Departmental and individual usage and output costs
- Web based reporting
- The ability to capture all of the copy, print, network scan and network fax data
- 'MyPrints' functionality delivers huge benefits in staff printing efficiency and low waste by allowing users to release their print jobs from any IGA2.0 enabled device
- Follow me Faxing* – offers authenticated users the ability to walk up to any IGA connected ApeosPort device (supported models only) and retrieve faxes waiting for them*. Follow me Faxing also allows for authenticated users to access their last 50 sent faxes from the UI of any IGA connected ApeosPort device

* RightFax for Apeos needs to be activated on Image Gateway and users need to be assigned individual fax numbers from the Customers PABX.

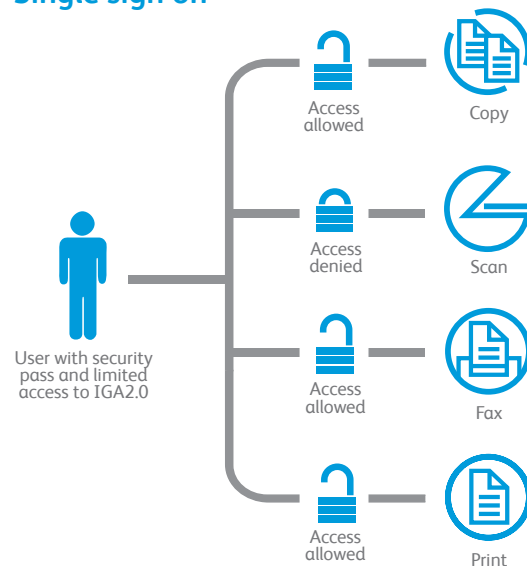
Allocating total usage



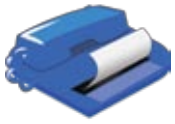
User authentication



Single sign on



Monitor and allocate cost accurately



Fax Communication - Module

Faxing – a significant business function

The emergence of email has made it the dominant business communication tool, however fax transmissions continue to grow. Fax documents are an essential component of business and are found in critical functions across all industries, their management still presents a significant challenge to many organisations, particularly around cost reduction, workflow and security.

IGA2.0 uses RightFax™, one of the market leading solutions as an embedded application providing:

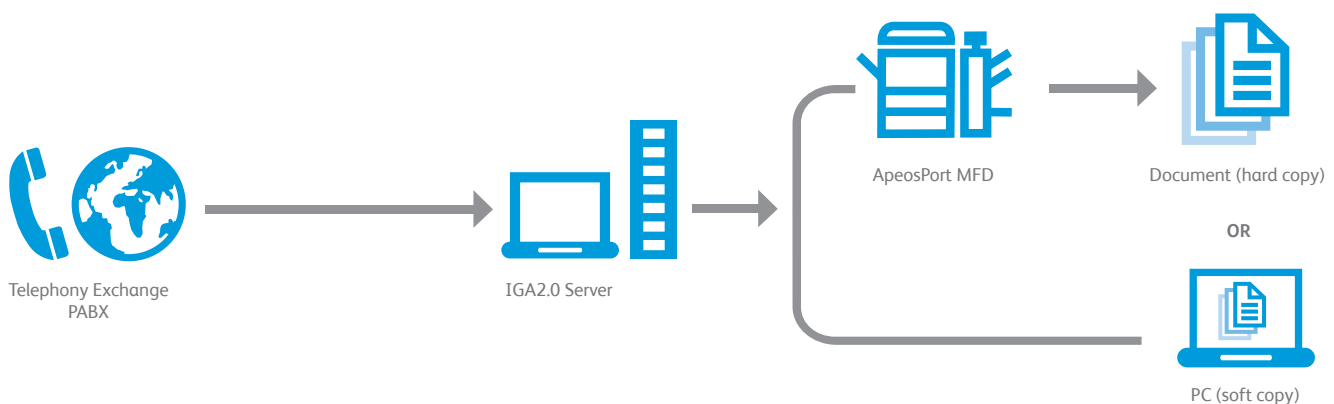
- Archiving all inbound and outbound fax documents and transaction records
- Interconnectivity for existing or separate RightFax servers using RightFax for Apeos
- No requirement for individual analogue fax lines across multiple MFD's
- Desktop faxing capability for small to medium workgroups
- Cost savings/fast ROI: saves costs by replacing the manual fax machines, toner, paper, and phone lines – this is a major cost reduction capability with easily measurable ROI
- Personal address book selections at device UI
- Coversheet selection at device UI
- Print/Email confirmation selection at device UI
- Delay send capabilities
- Desktop faxing with address book selections

Many companies deploy their fax machines as shared devices in unrestricted locations. This is often in direct contravention to privacy guidelines. Many highly sensitive documents are distributed via fax such as contracts, financial documents and patient details. The traditional fax machine placement potentially exposes documents to unintended recipients.

Conversely, fax machines also provide a vehicle whereby unidentifiable individuals can distribute to external parties sensitive documents that should remain secure.

Integrate hardcopy
faxes into electronic
workflow

Inbound fax



About Fuji Xerox Australia

Fuji Xerox Australia is one of Australia's leading document management technology and services companies marketing innovative technologies, products and solutions.

Our mission is to be the unrivalled leader in providing print and electronic document services and solutions, as well as business process expertise to government and business communities.

With more than 12 billion pages produced on Xerox technology in Australia annually, Fuji Xerox has the experience and knowledge to design and implement document solutions for offices, print rooms, commercial printers or publishing environments, with expertise that includes Print Solutions, Software, Managed Services, Consulting and Integrating Services and Supplies.

The company, its management and its staff are driven to create sustainable value for its customers and that is reflected in its commitment to environmental responsibility and continuous improvement across all aspects of the business.

For further information, please visit www.fujixerox.com.au

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Protecting the environment is a fundamental component of our company's commitment to corporate citizenship. At Fuji Xerox Australia, we supply products that have been designed with both our customers and the environment in mind. As a world leader in the development of parts and components Remanufacturing Programs, we have made Eco-Manufacturing an integral part of our business.

All our sites have achieved ISO 14001:2004 Environmental Management System Certification, as a demonstration of our commitment to protecting the environment.