



Document Management Specialists

Why Infotek's Conversion Service Bureau?

Expertise ♦ Efficiency ♦ Equipment ♦ Empowerment

The bottom line is we think Infotek can do it faster and more economically than you can!

While this may not be true in all cases, a complete in-house imaging system requires a lot of up-front and ongoing resources. These include planning, design, technical expertise, and integration into the existing computer systems, not to mention ongoing maintenance costs. Infotek takes pride in utilizing the latest in imaging procedures, software, and hardware in order to achieve the highest levels of efficiency, which simply may not be practical for all of our clients to implement for themselves. Because this is the core focus of our organization, we stay current with the changing nature of the industry and the solutions that are available to make the entire process more refined.

Our best advertisement is our large client base! We have clients that have entrusted us with several thousand to several million documents. We have built our business on a foundation of experience, image quality, expandable solutions, friendly staff, and fair pricing.

Expertise

Infotek's staff is experienced in all areas of the process thereby providing you with "instant expertise" for your project.

Needs Assessment – Experience has taught us that the best way to ensure customer satisfaction is to conduct an onsite assessment of the client's records. We discover your volumes, specific nature of all documents, index values necessary, and any networking or infrastructure concerns that we need to address. We then recommend as simple or as sophisticated a solution as your business processes require.

Experienced Personnel - Using Infotek's service bureau means no hassles with personnel issues or learning curves when implementing a new technology. We are able to achieve consistent quality because many of our core staff members have 10+ years in the industry, and conduct extensive, ongoing employee training.

Technical Expertise – Most large conversion projects involve the skills of PC and network technicians. Infotek has an exceptionally talented technical staff to assist our clients in importing images and index databases into their imaging systems. From networking skills to VB programming, our staff allows us to be on the leading edge of electronic document management. Our certifications include Certified Document Imaging Architech (CDIA), CNE, A+, and Network+.

Security/Confidentiality – We take your trust seriously. All of our employees sign Confidentiality Agreements with us. Although our employees work at a pace that prohibits them from "browsing" through documents, our clients appreciate that our work environment is very secure.

Disaster Recovery Practices – Our staff is available to assist you with the implementation of a disaster recovery program involving your documents.

Efficiency

Get more images into your imaging system quicker, thereby providing immediate usage of your new technology.

Production Efficiency – Our staff has specific performance goals for each project, and we are constantly improving our throughput rates. This means you get your project completed quicker, and at a competitive price.

Document Imaging

Data Entry Services

Business Process Automation / Workflow

Business Forms Processing

eForm Design

Database Integration

Electronic Recognition: OCR Processing (Machine Print, Reader Response)

Document Conversion Services

Scanning Services



*Immediate Access.
Infinite Storage.*

For more information, please call us or visit our website:

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Why Infotek's Conversion Service Bureau?

Professional Document Preparation – This is more than just pulling staples, removing paper clips and repairing torn pages. Documents must quickly be organized and prepared in a manner to facilitate fast and accurate capture and indexing. Target cards, barcodes, document separator sheets, etc. can greatly augment image capture. We have an excellent understanding of document preparation and how it can positively impact the quality and accuracy of our work.

Consistent Input – Our service bureau has multiple individuals cross-trained so our production schedules are not negatively impacted by normal business circumstances, such as turn-over, illness, or peak periods of activity.

Economical – Use our service bureau as you need us, without the pressure of buying and maintaining a high-volume solution. We perform extensive testing of your records prior to quoting so we can provide the best possible price to you from the start.

Quality – Each job passes six (6) separate tests for image quality, before it is released to the client. Most service bureaus only check quality at the scan station. We also check it at the index station, and our production supervisors make a final check before images are released. We truly feel no other company can compare to the quality control we achieve.

Turnaround Time – We work with your staff on scheduling, so we pick-up only when the production schedule is ready, making our turnaround time extremely efficient.

Procedure Manuals – Our service bureau procedures are well documented, and we perform extensive training to all employees. This helps us to be fast and accurate without skipping vital steps.

Equipment

Infotek has already made the investment in all the right equipment so you don't have to!

Sophisticated Software – We use professional, high-volume image capture software specifically developed for conversion service bureaus. This software allows us to utilize all technologies available, including barcodes, OCR, and data downloads to increase our efficiency and accuracy and therefore allow us to offer our services at affordable rates.

Production Hardware – Infotek has made a significant investment in scanning hardware to make the capture process as efficient as possible. We use top-of-the-line Fujitsu and Kodak scanners known throughout the industry for speed and image quality. Good, clean images are our product; using excellent hardware ensures that we provide the best possible images.

Empowerment

Infotek gives you all the tools and training you need to be self-sufficient.

User-friendly Retrieval Software – The retrieval software we provide to our clients is one of the easiest to use on the market today. With very little training, your employees will quickly master this software, making your learning curve minimal.

System Expandability – As your needs grow, so can your system! You have the option to purchase additional licenses, or upgrade to a more robust, scalable imaging package. All our database indices and image files are in non-proprietary, industry standard formats so they can be easily imported into any of the popular imaging systems in today's market.

Media Independence – Your active retrieval requirements and archival considerations are what guide us in the media choices we recommend. Whether on hard drives, RAID devices, optical platters, or CD-ROM's, we will deliver your images quickly and accurately allowing you to meet your ultimate requirements.

Space Recovery – Because we provide box pickup, we allow you to reclaim your floor space quickly so you can more efficiently use the room you have to run your business.

Accessibility – Your documents are always available to you while they are at our facilities. Just let us know what you need, and we will find the documents and email or fax them to you quickly.

In Summary...

Why do some imaging systems fail? The most common reason is that clients do not have adequate staff to operate and maintain the system. Managing and moving imaging files requires expertise. Infotek provides your company with the experienced staff that knows how to manage extensive databases. Our technical staff provides daily support for very large in-house systems in addition to our service bureau clients. In short, our expertise ensures your success!