

For most companies looking at either large backfile capture projects or ongoing scanning, the answers to ALL of these questions is "no." If the job ain't one you wanna do and DO RIGHT, you should look for a company for which this IS their core competency!

5 – Service companies do way more than just scanning.

These days most service bureaus offer much more than just scanning. They actually offer solutions to client business problems, and in this day and age that is what clients should be looking for in a service bureau. This might come with consulting with the client on how to index the scanned documents for easy retrieval, offering a document management system, offering a capture solution or e-forms package. All of these are offered to the client to make their job more efficient, and in the end be more productive and drive down the cost of doing business.

6 -- It's the security stupid!

We are continually reminded of the importance of protecting confidential information and personal identification that is often found on the documents being converted. A professional document conversion company will be SAS 70 Type II Certified and PCI DSS Certified, and will often be in compliance with new data privacy laws being enacted at the state level. These requirements mandate items like background checks on all employees, CORI investigations, 24X7 building security from an outside agency, multiple building entrance requirements and detailed procedures for chain of custody when customer documents are in their possession.

7 -- Your staffing requirements fluctuate.

Dealing with multiple clients and a variety of application solutions allows the professional service company to maintain a qualified staff and distribute the workload appropriately. Companies that try to maintain an in-house scanning operation must deal with personnel issues, promotions, absent staff, etc. that will disrupt the orderly conversion of documents and data because this is not their core business.

8 -- What's worse than no document management system? A document management system with nothing in it!

We frequently find end users who spend an enormous amount of effort to select a document or ECM system, but next to no thought or planning on actually getting information into that system. The last thing you want to do with your brand spanking new document management system is spend precious staff time doing backfile conversion. Leave that to the professional and focus on your business.