

ING Canada optimizes ECM solution with Kodak i620 Scanners

SITUATION

ING Canada needed to upgrade its document management system to support a growing number of retained documents and accommodate future expansion.

OBJECTIVE

Replace aging microfilm system with a scanning solution that supports ING Canada's new Enterprise Content Management system and corporate information security strategies.

SOLUTION

Four **Kodak i620 Scanners**, one **Kodak i40 Scanner** (for testing purposes; not used in production), Kofax Image Products' **Ascent Capture** Enterprise software, **Ascent Capture** Internet Server (ACIS) and **VirtualReScan** (VRS) software, and **IBM** Content Manager system.

COMMENTS

"The buy-in from our users was instantaneous. They can't stop bragging about our scanning solution and **Kodak** Scanners."

~ Ewa Wegier,
Manager,
Records and Mail Services,
ING Canada

"Carpe diem" could be Ewa Wegier's middle name. When she joined ING Canada in 1997, the Records and Mail Services Manager of ING's Toronto office seized the opportunity to implement a document imaging solution that transformed records management from a paper-based, file cabinet-filled operation to an efficient, microfilm-based process. The solution worked great for a decade and easily microfilmed 5.5 million documents a year.

But over the past ten years ING Canada has grown rapidly, along with its archiving requirements. The microfilming equipment has begun to age. The Document Imaging team has been asked to extend its services. And ING Canada has implemented a strategy to invest in electronic records management.

Sensing both the need and the opportunity, Wegier seized the chance to upgrade to an enterprise imaging solution.

Opportunity knocks

ING Canada is the largest provider of home, automobile and commercial insurance in Canada. The company has two centralized document imaging departments. The Toronto Corporate Services Department supports regional offices in Central and Atlantic Canada, while the Calgary Corporate Services Department works with the regional offices in Western Canada.

"We capture and archive all documents right here," says Wegier. "Prior to implementing our new scanner solution from Kodak, we successfully used a microfilm solution based on **Kodak** Imagemark Microfilm Technology.

For ten years, our microfilm cameras and scanners captured and stored insurance transaction files—such as endorsement, cancellation, and applications legislation documentation—for all of Central and Atlantic Canada.

"But then, for three reasons, the timing was right for the move to a scanning solution," notes Wegier. "First, our microfilm equipment was aging, so there was a need for new technology. Second, ING Canada is growing, and we needed a more robust system to support the growing number of documents we must archive and retain. And third, ING Canada was working on enterprise content management and corporate information security strategies."

Keeping it in Kodak's product family

ING selected CDIT Inc., a leading Enterprise Content Management (ECM) Consultant/Integrator, to architect and implement an Enterprise Class Document Imaging solution.

Understanding the distribution of ING Canada's operations across the country, the high volume of scanning that needed to be performed at each location, as well as their existing content management infrastructure and initiatives, CDIT proposed and designed a robust Distributed Document Imaging solution based on **Kodak i620 Scanners** and Kofax Image Products' **Ascent Capture** Enterprise, **Ascent Capture** Internet Server (ACIS) and **VirtualReScan** (VRS) Document Imaging software.

The solution provides distributed document and data capture capabilities across ING's enterprise, including centralized administration and processing occurring at ING's Primary Datacentre within the ECM Environment in Saint-Hyacinthe, Quebec; and remote scanning and processing at ING's business locations in Toronto, Ontario and Calgary, Alberta.

The solution streamlines and standardizes the scanning of hardcopy Policy Documents through a series of pre-defined Document Imaging application queues, where the documents are separated and indexed before being released to ING Canada's IBM Content Manager system. The entire architecture is highly scalable to enable future growth, and designed to be completely available for compliance and redundancy.

Morale booster

Wegier heads up the scanning operations in Toronto, which include two scanner operators and four data-entry assistants. The migration from microfilming to the imaging solution presented a challenge and an opportunity for her team to upgrade their technology skills on both individual and group levels.

"Implementing scanners presented a big opportunity for our team. We had new equipment and needed to gain new knowledge. It was a huge morale boost for us to learn new skills and technology," remembers Wegier.

Self-service retrieval benefits internal and external customers

The new solution allows ING Canada's internal users to access a self-serve retrieval process. Previously, when an internal customer needed access to a

document, he or she first had to e-mail a request to the Document Imaging department. Then one of Wegier's assistants scanned the information from microfilm and created a PDF file of the document. Finally, the assistant e-mailed the PDF to the internal customer. This typically took about five hours. Now, all internal employees have direct access to the system and can self-retrieve the information in less than 20 seconds.

It's a win/win

Internal customers are happy, because they get the information they need to complete transactions immediately instead of having to put the work aside while they wait for files from Document Imaging. External customers are pleased because of the improved response time to their applications, questions, and requests. And Wegier's team is delighted, because—without all the interruptions—they are now more productive and efficient in their jobs.

"With our new **Kodak i620** Scanners, we produce, create, and capture information faster and with higher quality, perfectly clear and crisp images," says Wegier. "Plus, we can extend our capabilities to other departments."



*The **Kodak i620** Scanner — Great productivity with dual-stream performance for up to 80,000 pages per day.*

Enhanced image quality and OMR whittles five days of work to 30 seconds

ING Canada is benefiting from the high quality of images and Optical Mark Recognition (OMR) features configured into the solution. By automating the indexing process, OMR increases productivity and efficiency a thousand fold or more.

Wegier remembers, "Before, we had to wait five days to get the microfilm back from the lab. Then we had to check the image quality, manually, and index it page by page to make sure everything was correct. After that, we had to put the film into our indexing system for future reference. That's a lot of detailed information we had to supply manually.

"Now, with our scanning technology, we get perfect image quality the first time and use OMR to extract the data from each document, automatically. The only information we index manually is the policy number. So what used to take five days is now done within 30 seconds."

Bragging rights

"The buy-in from our users was instantaneous. They can't stop bragging about our scanning solution and **Kodak** Scanners," says Wegier. "Now our underwriters and other internal customers have the freedom to complete transactions on their schedules. They can access information whenever they want, instead of having to put cases aside while waiting for information from us."

To learn more about **Kodak** Document Imaging Products and Services, contact your Authorized Reseller of **Kodak** Products, call 1.800.944.6171, or log on to www.kodak.com/go/docimaging.