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ScanFile

SCANFILE
CASE STUDY

**WIGAN
SOCIAL SERVICES
GALRO PANEL**

Wigan Social Services look to ScanFile

to maintain their case file confidentiality

Controlling the spread of paper can be a frustrating and at times a never ending task, one no more true than in local government. Wigan Social Services administer the Guardian ad Litem Panel, which provides an independent social work reporting service for several family courts in Greater Manchester.

The service is administered by Sue Wilcox who sought an immediate, confidential solution to court report file storage problems. After much research by a project team, including a demonstration, ScanFile was selected as the most appropriate solution for the Panel's document requirements.

"We looked at a number of systems for document storage before we decided that the ScanFile solution was the one for us" explained Sue. "It seemed to be tailor-made for our needs. Many of our files are of a very confidential nature, dealing with adoption and other child related cases. These have to be saved for at least 75 years, as a legal requirement. Think of the implication of having to maintain all that paperwork for that

length of time, the sheer cost in terms of office space alone makes traditional methods of filing prohibitive. This building was actually being outgrown by files, it was becoming physically impossible to store all the material."

"We are committing everything on to disk now" continued Sue Wilcox. "That has solved the storage problem. With the contents of one complete filing cabinet capable of being stored onto one CD-ROM, the problem of storage is minimised. Also, we like the cross-referencing facility. It makes accessing material so much easier. "Now there's a benefit we didn't realise before, but of course it makes great sense. Constantly storing and retrieving material from filing cabinets can be a frustrating and uncomfortable task."

Another great advantage of the system over traditional methods of storage was explained by Sue. "Many of the copies now stored on ScanFile in digital form are better than the originals" she said. "Much of the paper material from which we have scanned has already been >>



stored for some time, or has been photocopied using heat-treated material, both are therefore prone to fading and other deterioration.

With the legal requirement that this documentation is stored for possible retrieval and use for the next 75 years, it is vital that the information is legible. To retrieve a sensitive file after some years and find that the information has faded to nothing could be disastrous. ScanFile has the facility of lightening and darkening copies and adjusting the contrast to make damaged or faded material more readable, it is not then susceptible to any further damage."

"As a digital solution, there was a certain amount of training needed before use, and we have had a few problems subsequently, but the Canon Helpline was extremely useful in both cases. We have three administration staff who access the system, and the Panel Manager sample-checks the work scanned because it is essential that no documents are omitted. The ease of access of the ScanFile system makes this task a great deal easier than before. Because of the extreme sensitivity of some of the work, a spot check of about one in every 35 files is done. The ease of access of the ScanFile system makes this task a great deal easier than before. So not only has the system ensured that the initial creation of the files is made that much simpler, but the archival quality of that material has now also been significantly improved.



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Case study profile

SCANFILE NETWORK IMAGING SOFTWARE

ScanFile has been specifically designed for office networks, allowing multiple users to store and access documents, enabling them to work with the information simply and efficiently from the convenience of their own individual desktops.

Developed around Windows '95 and Windows NT, ScanFile is a modular system offering flexibility as your business expands. Retrieval of documents is fast and straight forward with indexing based around an easy to use ten field structure*. Efficient scanning is aided by optional keywords, OCR and barcode indexing and, to access files quickly users can simply retrieve images by using hit lists and wild card options if exact details aren't known.

For ultimate flexibility, ScanFile stores images in a group 4 TIFF format meaning many other software packages can access ScanFile documents. This together with the electronic document support for Windows packages to integrate other electronic document formats, colour and black & white capture capability and a whole host of flexible options makes ScanFile a truly modular solution that can grow with your companies requirements.

** ScanFile 2002*

Document management solutions

A WEALTH OF EXPERIENCE

Document management and the efficient control of paperwork is the key to success in today's increasingly competitive business markets. Canon is a leading force in the evolution of modern office management systems, offering a wide range of imaging solutions to suit every customers requirements.

From our market leading imaging software range, revolutionary turnkey archiving solution and document management scanners, to a diversity of microfilm readers and reader printers, we have the solution for all your filing needs. Canon is dedicated to helping its clients run their business more efficiently and thus enhancing their competitive edge. Streamline your business with Canon's range of imaging products.

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