

## Success Story from Kodak

# Kodak Ngenuity Scanner helps service bureau increase output and grow business with government customers

AmCad, a Herndon, Va.-based electronic document management solutions provider for government agencies, is no stranger to converting high volumes of documents into digital images on tight deadlines. But how would they cope with a project that included more than a million documents, including a large share of fragile photos from as far back as the 1930s? Would the scanner operators need to manually change settings every ten to 20 pages to account for variances in quality and color? Would they have to re-scan images regularly to ensure the quality was up to company standards? If so, then would they miss crucial deadlines?

AmCad discovered the answers to these questions in early 2009 when a client called on them for a project that included 1.1 million documents with photos.

### The million photo challenge

AmCad helps state, local and federal government agencies maintain a range of public records, and offers clients a variety of services including document imaging, media conversion, storage, indexing and redaction.

Over the years, AmCad has obtained a variety of production scanners, including



several **Böwe Bell + Howell Spectrum XF** Scanners. Chris Irelan, the Scan Film Supervisor and former Paper Scan Lead for AmCad, considers them some of the most durable scanners on the market.

Faced with this challenging new project, AmCad needed to boost their imaging solution to ensure they could not only plow through the heavy document load in time to meet deadlines, but also produce consistently high-quality digital images.

AmCad owned one scanner able to handle the fragile photos—ranging in size from 3 by 5 inches to 8.5 by 10 inches—but it only scanned 700 pages per hour.

As a result, the project quickly became an “absolute nightmare,” according to Irelan. “We were struggling to keep up with the document load, and while the digital quality was adequate, we promise our clients 99.5% image accuracy. Something had to give.”

### AmCad calls on Kodak Ngenuity Scanners

AmCad quickly bolstered its capabilities with a new **Kodak Ngenuity Scanner 9125**. (At the time of purchase it was a **Böwe Bell + Howell Ngenuity Scanner**, now branded under the Kodak name.) Before it could make a dent in the photo project, however, the new **Ngenuity**

### SITUATION

Document management solutions provider AmCad receives challenging government project to scan 1.1 million documents with photos, including many with prints attached to gray border sheets.

### OBJECTIVE

Find a scanning solution offering suitable speed, fewer hassles, and the ability to save profiles and avoid multifeeds to tackle government project.

### RESULTS

A **Kodak Ngenuity Scanner**, delivering 150 pages-per-minute speed and advanced imaging features.

### COMMENTS

“Our **Ngenuity Scanner** is performing 99.9% up to expectations. It is our number one, flagship scanner.”

~ Chris Irelan, Scan Film Supervisor and former Paper Scan Lead for AmCad

The **Böwe Bell + Howell** Scanner Division was acquired by Eastman Kodak Company in September 2009. The **Ngenuity** Scanners will now be marketed under the **Kodak** Brand.

Scanner was hit with a more immediate challenge. On the day the scanner arrived, AmCad received ten boxes of federal government documents that needed to be digitized — by the next day. After a quick setup, thanks to the **Ngenuity** Scanner's USB connectivity and user-friendly "plug and play" design, AmCad operators immediately put the scanner to work.

"Right out of the box, I was completing 5,000 sheets in a little less than an hour," Irelan recalled. "If the **Ngenuity** Scanner hadn't been here, we would have had to come into work on Saturday just to handle that federal project, alone."

Although other scanners were used, the **Ngenuity** Scanner handled seven of the ten boxes of documents, helping AmCad complete the massive project in just 3 1/2 hours!

Impressed by its speed, Irelan decided to put the **Ngenuity** Scanner's document handling capabilities to the test. "We took a bunch of documents, including the cover of a class binder that's about four times thicker than cardstock, and ran it through the scanner," Irelan said. The scanner handled the binder scan flawlessly.

## Tackling the photo project

Next up: the photo archiving project. Soon after bringing the **Ngenuity** Scanner to the project, AmCad noticed immediate scanning process and image quality improvements. "The **Ngenuity** Scanner offers a higher rate of scanning at a higher dpi than any of our other scanners," said Irelan.

With speeds of up to 150 pages per minute in bitonal, color and grayscale at 200 dpi, this scanner is among the fastest in its class. It produces exceptional image quality, thanks to its reliable LED lights, innovative cameras and onboard

**VirtualReScan** (VRS) Professional, which Irelan said allows the **Ngenuity** Scanner to "bring out details other scanners can't." With a 700-document feeder tray capacity (40% larger than most scanners in their class), operators were able to cycle through more documents with fewer interruptions. Scanner productivity increased by 50% as operators now scanned 21,000 documents in a seven-hour day, compared to 14,000 when previously using other scanners.

## Ease-of-use features improve efficiency

Since the project included a wide array of photos, operators faced the daunting prospect of changing scanner settings frequently. By giving them the ability to program and save profiles for documents with different settings, the **Ngenuity** Scanner helped operators save valuable time and ensure consistency in their digital images. "There's little need for adjusting brightness and contrast once they're set," Irelan noted. "The fewer adjustments we have to make, the better it is for us."

An additional challenge was gray border sheets that were connected to many photos, creating potential multifeeds. The **Ngenuity** Scanner's "Multi-feed Ignore" feature — which allows users to either accept an intended multifeed and continue scanning or preemptively accept the multifeed — became a favorite with the scanner operators by saving them from having to rescan the entire batch or individual documents.

## Protection for fragile documents

Many of the documents in this project were old and fragile, and many were on thin rice paper and map overlay sheets. AmCad had to not only ensure high

digital image quality, but also protect the originals from damage during scanning. "Because of their age and the condition, these documents were very fragile," Irelan said. "With some of the older scanners, they would get chewed up in the rollers."

**Ngenuity** Scanners feature special document modes that auto-adjust the scanners' feeding and transport settings for long, folded and fragile documents. "This scanner seems to sense, to a certain degree, the fragility of some documents, and feeds them smoothly without altering its production speed," said Irelan. "To date, there hasn't been one piece of paper chewed up by this scanner."

The **Kodak Ngenuity** Scanner's speed, performance features, and image-enhancing capabilities helped AmCad complete the project 30 days ahead of schedule.

## AmCad readies for a productive future

Today, their **Ngenuity** Scanner is the cornerstone of AmCad's imaging operation. By doubling the scanner group's productivity, the company has been able to complete more projects on tight deadlines and take on more work, which, in turn, has boosted profitability.

"Our **Ngenuity** Scanner is performing 99.9% up to expectations," Irelan said. "It is our number one, flagship scanner." Next up, AmCad has a challenging account project that includes thick and large county government ledger books. And thanks to their **Ngenuity** Scanner, Irelan said, "We're actually all looking forward to it."

### To learn more:

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Eastman Kodak Company  
343 State Street  
Rochester, NY 14650

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