

# Berkheimer Outsourcing, Berkheimer Tax Administration

The **IN** side Story

*A new document imaging product from Kodak goes through many stages of development, including solicitation of real-world input. Recommendations from people in the field who use similar products is crucial. The Berkheimer Companies, as an early customer installation for the Kodak i800 Series Scanners, worked with Kodak to test the new i840 Scanner and provided real-time, real-world feedback.*

Berkheimer Tax Administration – the largest independent tax administrator in Pennsylvania – and Berkheimer Outsourcing provide imaging services (along with printing, mailing, data entry and more) for clients in various industries, including pharmaceutical, aerospace, government, education and manufacturing, and scan millions of documents a year at their Bangor, PA headquarters. “We deal with many different kinds of forms and documents – W-2s for example – of differing sizes. We were doing a great deal of prep work prior to scanning... way too much manual labor, and we had far too many paper jams with our old equipment,” says Bob Fehnel, Berkheimer’s director of IT Processing Services. So the company’s consultative



**Kodak i800 Series Scanner**

expertise was valued and valuable when Kodak initiated the i800 Scanner Series project.

There were specific areas for which Kodak wanted feedback and others that Berkheimer felt were important. “We began with a lot of essential feed-path testing,” says Stacy Tripodi, Berkheimer’s image application manager. “Advantages desired included the ability to feed various sizes and thicknesses of paper without issue, and to avoid jams and double feeds. The nature of our business

requires us to maintain a significant throughput while producing the best quality images for our clients,” she adds.

Key advantages of i800 Series Scanners include high image quality and reliable paper handling. Today, Berkheimer benefits immensely from des skew and image clean-up on

the fly, achieving higher-quality first-time scans and saving significant time. “Our double feeds have decreased by about 80% (compared to a competitive scanner) with the i840 Scanner,” Tripodi claims. As part of the process Berkheimer worked with over 25 different papers of varying sizes and weights, even green-bar and 3-ring paper

with holes, testing until this variety of challenges fed smoothly and reliably.

Berkheimer personnel worked constantly with Kodak design team members. “We gave a lot of input about how user friendly the scanner was in terms of clearing paper jams,” says Tripodi.

“They (Kodak) continuously developed new ways to provide direct access and take care of any paper jams without a great deal of hassle.” These were just the first of many improvements in user friendliness and functionality that Berkheimer saw in response to their suggestions for the scanners.

## Situation

The Berkheimer Companies provide imaging services for clients in various industries, including pharmaceutical, aerospace, government, education and manufacturing. The companies deal with many different kinds of forms and documents, many of which require a great deal of prep work. Berkheimer had an opportunity to provide Kodak with real-time voice of customer input with an early installation of a Kodak i840 Scanner, the top-of-the-line model in the family of Kodak i800 Series Scanners.

## Objective

Create a high-speed production scanning solution focused on functionality, image quality and productivity.

## Solution

Kodak product development engineers worked closely with an Authorized Reseller of Kodak Document Imaging Products, Document Conversion Associates, and Berkheimer to define features and functionality that would better provide value for, and meet the needs of Berkheimer’s customers. When Berkheimer accepted final delivery of their i840 Scanner, it met the companies’ demanding production schedules in record time.

## Comments

“Overall, I have to say our experience with the i840 Scanner rates a 9 out of 10. I’m frightened to think what state our productivity and costs would be in without it.”

~ Stacy Tripodi,  
Image Application Manager

[kodak.com/go/docimaging](http://kodak.com/go/docimaging)

Berkheimer was intensely interested in improved image quality. "We frequently OCR/ICR our forms, utilizing *OCR Performs FOR FORMS Software*, with which the i840 is fully compatible," says Tripodi. "We can now scan at 200 dpi, and get better image quality and data capture accuracy than we could with other scanners at 300 dpi."

Fehnel adds that file sizes have also been reduced, thanks to lower dpi scans, and processing time has been slashed.

"It was a useful and rewarding experience working with Kodak," Fehnel states. "It's a good feeling to know your input and ideas are valued, and to see them come alive in a product." Today, Fehnel and Tripodi

make these observations about their i840 Scanner –

- Extremely user friendly, with easy to interpret panel errors and changes
- Software integrated very smoothly
- Exceptional image quality and clarity
- Detail, such as picking up pencil marks, outstanding
- Color drop out "fantastic"
- Significant advantages for speed and productivity

Tripodi, who likes using a one-to-ten rating scale, concludes, "Overall, I have to say our experience with the production model

i840 Scanner rates a 9 out of 10. I'm frightened to think what state our productivity would be without it."

Berkheimer also expresses delight with *Kodak Service & Support* – finding it responsive with great turnaround time – and their Authorized Reseller of *Kodak Commercial Imaging Products, Document Conversion Associates (DCA)*, out of Lebanon, New Jersey. "We've been dealing with DCA for eight years or so and they are extremely accommodating, always bringing us new ideas and showing us the latest hardware and software to improve the service we provide," Fehnel says.