

# Virtual Image Technology, Inc.

The **IN**side Story

*VIT serves customers in the financial, government, healthcare, manufacturing, retail, and utilities industries. As a leader in imaging, archiving, and conversion technology services, they allow customers to focus on what they do best, by taking care of document management functions. In some instances, VIT places scanners on site at client locations, then processes the remotely acquired data. Yet, until recently, this sophisticated service bureau was still doing a good deal of manual data input. And as you can imagine, when humans do the entry, accuracy and productivity can sometimes suffer.*

When you have employees stopping workflow to manually enter data, it's going to slow down your process. VIT, headquartered in Fort Mill, SC – just outside of Charlotte, NC – knew it had to reduce costs, streamline processes, and assure accuracy. In addition, VIT wanted to attract top talent and utilize employee incentives based on productivity. In order to implement and track these compensation goals, VIT needed a solution to help monitor business process and productivity, as well as improve the efficiency of both.

The right software was a critical element of this solution, as were the right hardware components: *Kodak Document Archive Writers* and *Kodak i260 Scanners*.

VIT C.O.O. Charles Gantt was concerned that as the company continued to expand, so would the inefficiencies and potential inaccuracies associated with manual data gathering. "In this business, all we have to sell is our reputation," Gantt noted. While VIT enjoyed positive rapport with current clients, potential new clients were clamoring for proof that their documents would all be scanned. With this great upside potential, Gantt and his management team realized that increased accuracy would be vital to the company's growth, and they set out to find the ideal solution.



*Kodak 19600 Series Writer*

Initially, VIT found itself in search of a paper scanning system until it discovered *Silas Reveille™* from *Silas Technologies*. Looking at a number of different products, Gantt quickly realized that no other product gave VIT the level of desired accountability. "We needed a system based on throughput, so we asked around and *Silas Technologies* was the only company offering what we needed," Gantt said. "The most important requirement during our initial investigation phase was identifying a solution that fully utilized *Kodak Capture Software*." In this way, VIT could build on its in-house and remote base of installed *Kodak Scanners*.

## Achieving Greater Accuracy and Better Throughput Tracking

In May 2003, VIT chose to implement *Silas Reveille* for Content Management for *Kodak Commercial Imaging Systems*, which includes application monitoring and operational metrics management for *Kodak Document Archive Writers* and *Kodak Capture Software*. This dual solution was geared to help VIT eliminate problems related to accuracy while helping track throughput. VIT was excited by the possibility of removing subjectivity and providing a solution that could not be fooled.

## Situation

For years, *Virtual Image Technology (VIT)* relied on employees to manually input scan data into databases.

The company provides data/document management and storage/retrieval solutions to a variety of customers and industries, and realized the need for a more efficient, state-of-the-art system.

## Objective

Create a high-speed production scanning, retrieval, archiving and access solution, featuring complete integrity, greater production speed and assured accuracy.

## Solution

A combination of *Silas Reveille Software* for Content Management, *Kodak Capture Software*, *Kodak Digital Science Document Archive Writers*, and *Kodak Scanners*.

## Comments

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~ Charles Gantt,  
Chief Operating Officer, VIT

"We wanted a complete turnkey solution, including the scanners and the software, essentially everything tied under Kodak's umbrella. Utilizing Silas Reveille, along with the components from Kodak, they delivered everything we were looking for," Gantt stated. VIT works closely with Kodak, as a Document Conversion Center, utilizing *Kodak* Film and other imaging products. They offer their own turnkey solutions to customers, processing film from their *Kodak* Document Archive Writers (DAWs) on site and sending out copies at a rapid pace.

Two of the value propositions this solution immediately delivered to VIT were speed of implementation and usability. Silas Technologies worked closely with VIT to develop a solution specific to the company business goals. They also took the standard Silas Reveille solution beyond business application and technology component monitoring into Business Activity Monitoring (BAM) and Enterprise Content Management (ECM) service-level metrics reporting. After a speedy installation, Silas Reveille was quickly monitoring, reporting and adding value, while working smoothly with the *Kodak* Scanners and Document Archive Writers that VIT relies on. Productivity was up significantly, accuracy was greatly enhanced, manual logging was eliminated, and meaningful timesavings gained.

Specifically designed to integrate into *Kodak* Capture Software, Silas Reveille gathered and tracked throughput metrics called "Capture Metrics" at the enterprise,

operator and scan-station levels for VIT – enabling users to immediately report on and react to business productivity.

### **Bonus Benefits**

Along with these advantages, this multi-faceted solution helped VIT in other areas, such as human resources. Using the software on multiple Document Archive Writers, Silas Reveille has been instrumental in improving accuracy while providing empirical proof of throughput and peace of mind. "We are very committed to preservation and archiving. The film created by our DAWs is an ideal, flexible way to ensure that critical records can be safeguarded for long periods of time," Gantt noted.

The system also provides reports showing that customers are being accurately billed for a given job. "This gives true numbers where previously we were relying on handwritten numbers. Silas Reveille accurately measures productivity and throughput on all of our hardware from Kodak," said Gantt.

As an added bonus, the Silas Reveille/DAW combination proved to be a valuable tool for tracking document "boxes." Each box of documents is assigned a tracking number when it arrives. Previously, it was difficult to be 100% certain that each box was scanned. "You have to be sure that you are not only getting every image, but that you are providing accurate counts to the customer. Accountability is very important for a service bureau, and now we can provide

an even greater level of assurance," Gantt noted.

This "turnkey solution" has dramatically increased efficiency and VIT projects a six-month return on their investment. Feedback from VIT's management and staff has been overwhelmingly positive, as management now gleans data from Silas Reveille's real-time reports regarding scheduling, tracking and billing. In addition, the staff saves valuable time without having to rely on manual logging and tracking.

When prompted about VIT's future, Gantt is excited about offering more remote scanning services. "We see this as a big part of our future to put remote scanning solutions in client locations. Already, we have three remote sites utilizing *Kodak* i260 Scanners that are fully operational with our Internet access product, *Vital Access*<sup>®</sup>, and several more planned for the future." Gantt praised the Perfect Page, SurePath paper handling, ease of operation and set up of the i260 Scanners. "When you have a machine at a remote location, you want it to be as simple, reliable, yet fully featured as possible," he said. "We have several other *Kodak* Scanners here, including the 3500 and i800 models, and these are benefits we see on all of them."

Editor's Note: The *Kodak* Document Archive Writers mentioned in this story have been replaced by *Kodak* i9600 Series Writers. This upgrade provides new features and functionality.