

# Panasonic Scanners

case study | public service

## DMV KV-S1025C



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### Company/Industry:

Nebraska Department of Motor Vehicles/Public Service

### Scope:

Major functions include titling, registration and tax-assessment services for Nebraska’s roughly 2.1 million registered vehicles; license testing, issuing, renewal, suspension, revocation and reinstatement for the state’s more than 1.4 million drivers; and supervision of the Nebraska Division of Highway Safety.

### Task:

Expedite transition from inflexible optical storage-disc -based document-management system to configurable hard-drive-hosted digitalized records solution while increasing employee productivity, record-indexing efficiency, legal compliance, and overall department ROI.

### Challenges:

Daily scanning, recording and storing of 1200-1600 mixed documents ranging from plastic ID cards, to unopened envelopes of varying thickness, to letter-size plain paper correspondence, legal-size forms, card-stock accident reports, and thin-paper insurance filings. Maintaining compliance with applicable state, federal and judicial document storage, security, privacy and evidentiary mandates.

Upgrading and expanding document digitalization services within stringent budget limitations.

### Solution:

January 2007 deployment of 15 Panasonic KV-S1025C full-color duplex scanners on individual employees’ workstations (13) and in a central scanning and document-processing center (2). Replacing IBM Content Manager software, Kofax-driven flatbed scanners, and seven-year-old optical-disc jukebox with the Marex Group’s FileBound integrated records management, document workflow and reporting software, and a file server-based data mine.

### Decision-Making Factors:

According to Nebraska DMV IT Manager Keith Dey, the original plan for upgrading the department’s data-capturing technology assumed continued reliance on updated versions of the flatbed scanners in use with the existing system.

“We didn’t think we could find auto-feeding scanners that would reliably handle sealed envelopes with thick contents,” Dey said, noting that the department receives daily deliveries of “boxes and boxes” of refused or undeliverable registered letters that have to remain unopened for possible subsequent use as evidence in legal or administrative hearings.

“People who have problems with their driver’s license or insurance frequently tend to have issues with job and apartment retention and it’s very important that these returned envelopes stay unopened and undamaged so we can demonstrate that we have fulfilled our legal responsibility to notify them of license status changes and legal proceedings,” he added. “The Marex Group demonstrated three or four other major brand scanners and the Panasonic was the only one that didn’t have problems with anything from plastic drivers’ licenses to those undelivered envelopes stuffed with documents. “

In addition to Panasonic’s proprietary double-feed prevention and other advanced mixed-media document-handling technologies, other key features in the Nebraska DMV purchasing decision were the KV-S1025C’s desktop-friendly form factor, seamless integration with configurable with the FileBound application, and superior “functionality vs. price ratio.”

“We had a very balanced team including DMV tech people, end users, budget specialists and an outside consultant evaluate competing systems and the combination of FileBound and Panasonic scanners was the clear winner,” Dey says.



# DMV



## **Impact:**

“We’ve gained a huge two-fold benefit in time saved,” Keith Dey reports, noting that the efficiency increases anticipated by the use of Panasonic scanners with automatic document feeders have been matched by the time saved by deploying the bulk of the units on individual operators’ desks.

“For the first time, scanning has become part of an employee’s daily function instead of something that disrupts his or her workflow by requiring a trip to a central scanner station,” he says. “It’s the KV-S1025C’s small footprint and the FileBound distributed capture features that makes this possible.”

## **User Deployment Experience:**

Keith Dey reports that the KV-S1025C learning curve was essentially non-existent, with operators needing only several hours to completely familiarize themselves with their expanded software and hardware options.

## **User Service Experience:**

Dey is “very pleased” with the KV-S1025C reliability and the tight integration with FileBound, which allowed the department to “enhance our workflow without necessitating changes in our process.” A process, he adds, that is “heavily regulated by laws and policies and difficult to modify.”

## **Overall User Impression:**

“We expect to purchase at least another 8 Panasonic scanners within the next 12 months and use them to provide imaging service to the DMV’s other divisions as we continue our conversion to hard-drive storage throughout the DMV. The FileBound unlimited user pricing model and out of the box distributed scanning functionality makes wider adoption of the solution financially possible.

“We would not hesitate to recommend the KV-S1025C when talking to our industry partners at other departments of motor vehicles about improvements in imaging efficiency, customer service, and controlling the costs of document storage in compliance with increasingly stringent retention laws.”