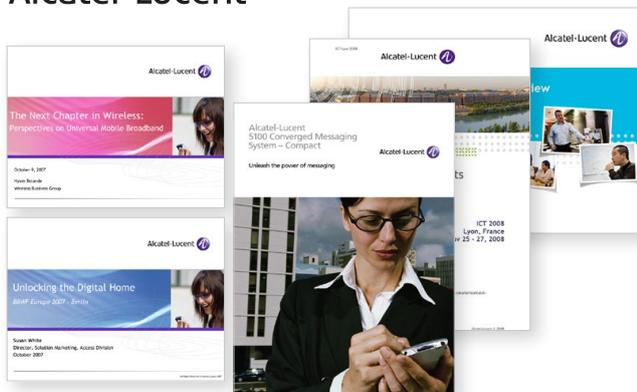


Case Study: Scanning and Archiving at Alcatel-Lucent

With over 76,000 employees worldwide, Alcatel-Lucent provides communications solutions to telecommunication carriers, Internet service providers and enterprises for delivery of voice, data and video applications to their customers or employees.



Alcatel-Lucent

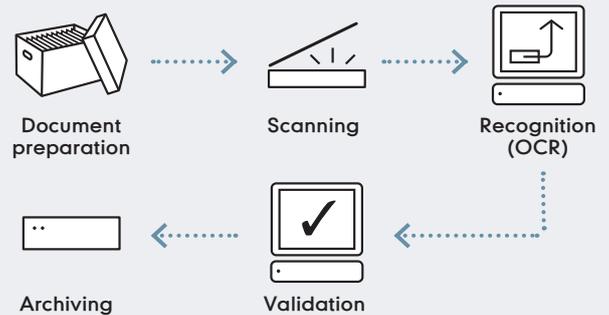


Early 2008, Alcatel-Lucent Trade International AG in Basel was faced with a challenge. It needed to digitize over 15,000 documents and make them accessible electronically for users in Switzerland and abroad within a very short time frame. To do this, Alcatel-Lucent Trade International, contracted archiving specialist Arcplace AG for scanning the documents on-site and to implement a Document Management and Archiving System. Besides managing the scanned documents, Alcatel-Lucent Trade International also wanted to have the possibility to scan and archive documents on their own following the initial scanning work.

“In the past we have scanned some of our documents ourselves, however when we were asked to scan our entire paper archive within two months, it was clear to us that we needed external help” explains Robert Castagnet, Marketing Manager at Alcatel-Lucent Trade International.

“We therefore contacted specialized service providers and selected Arcplace to perform the scanning work for us. In addition to scanning, Arcplace offered us an easy to use document archiving system with a possibility to generate ‘portable’ copies of the archive which was a feature we needed.”

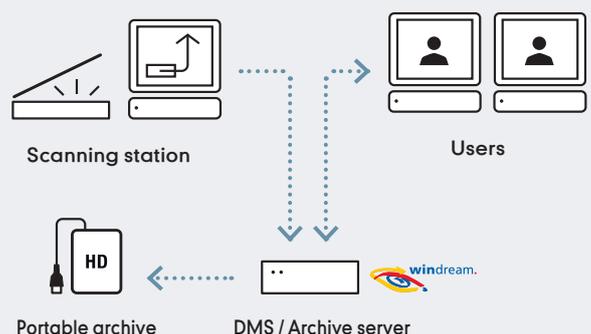
Scanning Process



To perform the scanning works, Arcplace came on-site with two high performance scanning stations and a team of experienced scanning operators. Following the definition of the types of documents to be digitized, their index values and the scanning parameters, the team started to process the documents. The indexing process was automated where possible using OCR technology. In order to maximize the quality, the index values were validated against an existing database and random samples of the scanned documents were controlled for readability. Once validated, the scanned documents were transferred to an archiving system where they were stored as PDF files together with their index values.

Only eight weeks after the beginning of the project, the scanning team had processed over 1 million pages and had exported them to the newly deployed digital archiving system. The document management and archiving system was deployed on infrastructure at Alcatel-Lucent Trade International in Basel and access to the digitized documents was given to authorized users.

Archiving System



In order for the Alcatel-Lucent Trade International team in Basel to digitize documents following the initial scanning, a scanning station was installed. The scanning station consists of a scanner connected to a PC that runs specialized capturing software. The capture software allows users to process document batches efficiently and generate full-text indexed PDF files that are automatically transferred to the archiving system.

“We have been using the system for several months now and are extremely pleased with its easy use and efficiency. We now scan several hundred of pages

a week ourselves and use the Windream archiving system search and retrieve function anytime we need to access documents. Searching a document has become extremely fast and visits to the paper archive have become history!” said Robert Castagnet

Solution components:

- Windream Document Management & Archiving system
- Kofax Capture scanning software
- Fujitsu scanner

For further information please contact us:

Arcplace AG
Mühlebachstrasse 54, CH-8008 Zurich
T: +41 44 501 22 00 / info@arcplace.ch
www.arcplace.ch

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