KONICA MINOLTA PROVIDES DERBY COLLEGE GROUP (DCG)

WITH A POWERFUL AND SECURE DOCUMENT SCANNING AND WORKFLOW SOLUTION

DCG
DERBY COLLEGE GROUP

Giving Shape to Ideas

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Alex Holmes
DCG Team

KONICA MINOLTA PROVIDES DERBY COLLEGE GROUP (DCG) WITH A POWERFUL AND SECURE DOCUMENT SCANNING AND WORKFLOW SOLUTION THAT UTILISES ITS EXISTING IT INVESTMENTS TO THE FULL

EXECUTIVE SUMMARY

DCG back-office operations require a considerable amount of scanning, processing, and secure storage of various documents to support key functions such as HR and Payroll/Finance. With a desire to create a paperless environment, the college was using independent USB desktop scanners. This however had proven to be inefficient, as well as potentially costly and difficult to scale in terms of hardware expenses.

The college's IT team recognised that its fleet of Konica Minolta bizhub multifunctional print devices had the powerful scanning capabilities it needed, but they required assistance to put processes in place to utilise them fully.

Working with Konica Minolta Business Solutions (UK) Ltd, DCG introduced Dispatcher Phoenix software to automate document image scanning and processing via the bizhub devices, whilst also delivering highly customisable and scalable workflows and ensuring secure storage and retrieval of information. The college now has a powerful but easy-to-use solution with full technical support which is saving it time and money.

CUSTOMER PROFILE

DCG is a Further Education establishment with campuses situated throughout the city, that supports c14,000 learners. It plays a major social, cultural, and economic part in the life of the community.

CHALLENGES

DCG extensive operations require a considerable amount of administration and back-office support. Part of these operations is the scanning, processing, and secure storage of various documents, including paper documents, printed images, identification documents and certificates. In the past, these would have been kept in physical filing cabinets but in a move towards becoming paperless, the college has embraced digitisation.

The college had already used USB scanners for these tasks, but discovered it was a time-consuming and expensive process. Whilst looking at alternative options, the IT team took a closer look at its fleet of Konica Minolta bizhub

Multifunctional Print Devices (MFDs). These had been purchased with full print management and support from Konica Minolta through the CPC Framework and crucially included high-quality scanning capabilities.

Alex Holmes, DCG IT Support commented, "The scan and capture approach is used by a number of our departments, such as HR and the Payroll/Finance teams, but the process threatened to make it too expensive for us to go paperless! Looking at our existing IT infrastructure we wanted to make full use of our existing MFDs instead. As well as coming to this conclusion ourselves, our contacts at Konica Minolta had drawn a similar conclusion so we had a productive discussion about how it would work."

SOLUTION

Having explored DCG needs in detail, the Konica Minolta team suggested its Dispatcher Phoenix software as the ideal way to unlock the scanning and process automation potential of the college's bizhub MFDs.

Dispatcher Phoenix helps organisations to optimise their processes and save time, by automating document image processing and printing, and by routing tasks via customisable workflows. With extensive scalability and ensuring that document processing and printing routines run in the background with a minimum of manual intervention, the application would be perfect for the college's teams to use.

A proof of concept was completed on a single device to allow Derby College staff to scan directly from the MFD using Dispatcher Phoenix. Satisfied that it would be a good solution in terms of functionality and costs, Konica Minolta oversaw

the installation of Dispatcher Phoenix onto seven MFDs situated in core business areas to deliver optimal convenience and operational efficiency.

Using the software, once documents have been scanned the secure workflow allows an authenticated staff member to index the document based on key information, such as a user's National Insurance Number (NI Number) from a database. Once the NI Number search is matched, the details are quickly retrieved via a Microsoft Open Database Connectivity (ODBC) interface link to the database. The information is then used to dynamically build a custom XML file that is highly secure, simple, and quick to access when required.
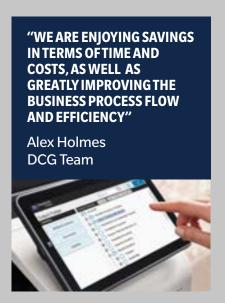
BENEFITS, RESULTS, ROI, FUTURE

The professional installation process completed by Konica Minolta meant the DCG team were soon hands-on operational with the new system. Alex Holmes stated, "Once the software was deployed the key stage was getting the first workflow created. Once that was up and running it was very easy to replicate new ones, it probably takes about three minutes."

The tangible benefits of using Konica Minolta's Dispatcher Phoenix in conjunction with the existing bizhub MFDs have been clear. "It has improved the business process," added Alex. "We are enjoying savings in terms of time and costs, as well as greatly improving the business process flow and efficiency. We can put the document on the MFD and scan it knowing it will then move through the process securely. Security of data is of course vital, especially with any HR, medical

records, and nursery information. The MFDs have security built in and the data is then sent to a secure folder. We have also had very positive feedback from the staff that use the system. They find it simple and easy to use, just a few clicks and the information is successfully processed."

As well as installing the Dispatcher Phoenix software, Konica Minolta provides ongoing support as the system continues to evolve. Alex commented, "The support from Konica Minolta has been absolutely fantastic. Technical Architect Richard Stead has been a big part of the development and Konica Minolta's support has been a key part of ensuring everything runs smoothly. The team know the system inside out and when we had some specific needs they helped us straight away – I can't fault the support one bit!"

> **"WE ARE ENJOYING SAVINGS IN TERMS OF TIME AND COSTS, AS WELL AS GREATLY IMPROVING THE BUSINESS PROCESS FLOW AND EFFICIENCY"**
>
> Alex Holmes
> DCG Team

Alex concluded, "Such has been our success in using Dispatcher Phoenix, that we are looking to expand it beyond the big users of data in Finance, Payroll, and student records, to add it to more of the MFDs, making it available on all staff facing devices."

Jason Connolly, Business Leader Higher and Further Education at Konica Minolta Business Solutions (UK) Ltd also commented, "We are delighted to have worked in close partnership with Alex and the team on this highly rewarding project. As a dynamic modern Further Education college, DCG is the perfect example of how having a powerful and intelligent process automation system can fully utilise existing IT investments to extract the best value for money.

With the bizhub MFDs already in place as reliable print devices, it made perfect sense to employ Dispatcher Phoenix to streamline the process and give the team at DCG the scan and process automation system they needed."

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LET'S TALK

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