



# SELECTING THE RIGHT SCANNING SOLUTION FOR YOUR CAPTURE INFRASTRUCTURE

HP has the right-sized scanning solution for document management

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## OVERVIEW

An effective document management workflow can yield dramatic savings for enterprise customers. Yet with all of the available scanning hardware, software, and solutions, how do customers choose the hardware solution that's right for their business? When consulting with customers, you will often be asked questions like, "Should I select single-function desktop scanners, networked scanners, or multifunction products (MFP) that offer printing, copying, and faxing as well as scanning?"

The solution will often be a combination of both single and multifunction devices, but the answer will be different for each customer, depending on the scale and scope of the capture-to-workflow process to be optimized. An HR department needing to electronically archive thousands of resumes in a single location, for example, would require a very different solution than an enterprise seeking to optimize travel expense receipts and reporting for employees in every location. Your regional Business Process Consultants can help you uncover the core business needs and develop a solution architecture to meet those needs.

The good news is that HP has a complete portfolio of single and multifunction devices, scanners, and services to meet customers' needs and optimize their infrastructures. Customers can efficiently manage devices using common management tools, such as HP Web Jetadmin for networked devices. These elements combine to provide an optimized workflow solution to maximize each customer's business return.

## HELP CUSTOMERS FIND THE RIGHT SOLUTION

The customer's goal is to implement an efficient and effective document capture workflow. Each customer's document workflow needs are different, and customers have varying requirements depending on the activities of each department or workgroup. As a result, when you are asked, "Do I need a single-function scanner, a network scanner, or do I need an MFP?" there are a number of things to consider to help the customer choose the right device. In fact, for most customers, the right solution will probably be a mix of single-function scanners and MFPs.

### Step one: Evaluate the volume and complexity of the material to be scanned

#### Volume

Consider the number of pages scanned per day and by how many different users.

- **Low-volume: up to 350 pages per day**—Low-volume scanning devices may include MFPs or entry-level single-function scanners. These devices are appropriate for general office scanning. For example, a small real estate office uses an MFP for simple archiving and emails scanned documents to lending institutions and government agencies. The office benefits from utilizing a shared scanning solution to improve their light scanning workflow and can also easily access the device for print, copy, and fax functions throughout the day.
- **Mid-volume: up to 2,000 pages per day**—MFPs and low volume scanners lack the capability to process these middle-tier document volumes. Instead, mid-volume networked or PC-connected scanners are a better fit for workgroups or departments requiring higher volume document capture.
- **High-volume: up to 5,000 pages per day**—High-volume scanners are dedicated scanning devices typically operated by technicians who handle scanning for multiple departments or the entire enterprise.

**NOTE** For scanning volumes above 5,000 pages per day, production scanners are required. HP does not currently offer production scanners.

## Complexity

Consider the material scanned by the customer. If the customer typically scans small volumes of standard paper sizes and types, such as letter, legal, or A4 bond paper, an entry level scanner or MFP is often an appropriate solution. However, if the customer needs to scan a variety of media types, such as over-sized paper, ID cards or other non-standard media—or if dual-sided scanning is frequently needed—a robust, dedicated networked or PC-connected scanner will be required.

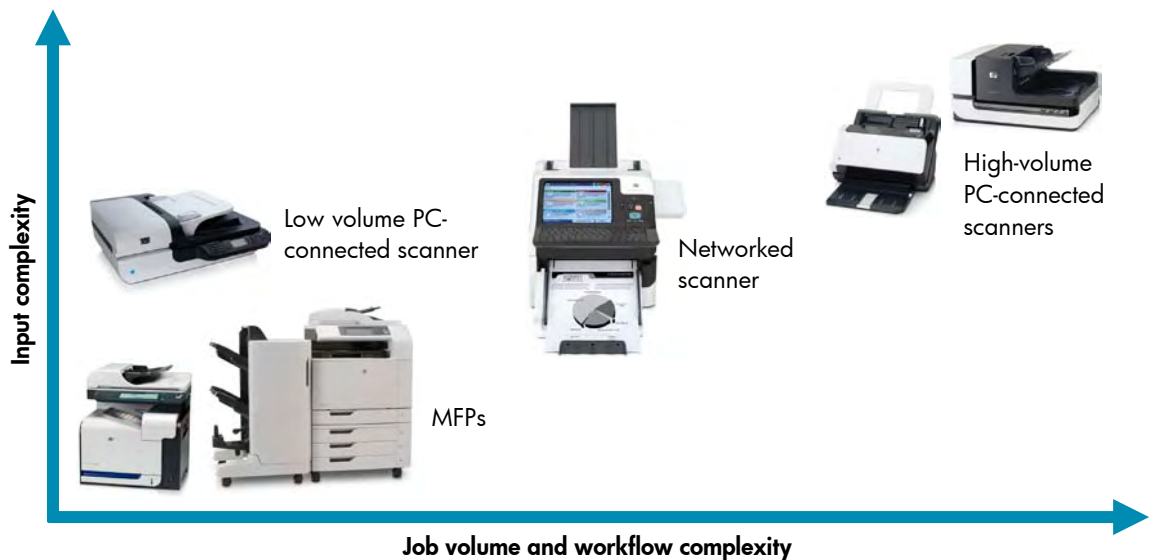
Examples of low-complexity customer applications include expense-report automation, which typically involves a limited number of scans per day for a given device on letter or legal-sized paper. In such a workflow, an entry-level scanner or MFP would be an appropriate solution. For customers looking to scan a variety of material—including completed NCR forms, ID cards, and received checks, which might be found in medical or insurance offices—a scanning solution that accepts a wider breadth of media would be required, such as a dedicated networked or PC-connected scanner.

## Step two: Evaluate the complexity of the document workflow

Consider how the scanned material will be used within the workflow. A low-complexity capture workflow is one in which, for example, documents are simply scanned into storage. More complex capture workflows might include performing OCR processing, automatically extracting data from a structural form, or redacting information from a scanned document as part of the capture process.

In general, MFPs are appropriate for low-complexity capture workflows with minimal data entry or capture manipulation requirements. Dedicated scanners are better suited to more complex capture operations, in which customers wish to validate scans as they are processed, enter data associated with the scan, or make adjustments to optimize image results.

**Figure 1**  
The diagram at right illustrates appropriate device recommendations based on job volume and complexity.



## Step three: Consider whether the environment is dedicated or shared

The final factor to consider is whether scanners are dedicated or shared. Dedicated, PC-connected scanners are appropriate for individuals such as knowledge workers, who regularly scan a number of documents that must be verified on their PCs. For example, in a small city planning and zoning department a single user might scan and verify all property documents before archiving. In this situation, a dedicated scanner, connected to a PC where additional manipulation can occur, is an ideal solution. Alternately, shared MFPs and networked scanners should be deployed in environments where multiple users access a scanning device, or when the scanning device needs to be managed by software such as HP Web Jetadmin. For example, in an enterprise-wide deployment of an application such as travel expense reporting, a networked scanner or MFP would be the right choice.

# USAGE SCENARIOS

## Scenario one: PC-connected scanner solution

A school district needs to archive tens of thousands of documents accumulated over several years, including report cards, state reports, and student test scores. Social security numbers are present on some documents and must be redacted before the documents are stored. Many older documents are severely faded and must be adjusted for legibility before submission into the workflow.

**Solution:** Both volume and image interaction both clearly point to the deployment of a PC-connected scanner. Using an HP Scanjet 7000 scanner and appropriate software, a workflow system is created to capture new files and then send them to individual schools via email or a web service. The result is streamlined capture, improved information access, and increased compliance with state laws.

## Scenario two: MFP solution

A real estate office wishes to implement a simple archival system for their records. All documents are filed based on each client's last name, and are typically 20-50 pages. Each of the office's 40 agents typically processes 2-3 transactions per month. Most records are letter or legal sized, but occasionally include non-standard media, such as personal checks and over-sized building plans. Most agents perform their own scanning, or hand off the occasional larger job to the office secretary.

**Solution:** In this office, the volume is relatively low, documents are simple, and the workflow is straightforward. An HP LaserJet M4345 MFP with its color scanner is recommended, along with basic document management software to enable web-based document retrieval. In addition to being able to share the print, copy, and fax functions, the office is able to effortlessly scan letter and legal-sized documents via the ADF. The few non-standard documents can be handled at the flatbed scanner.

## Scenario three: Networked scanner

A hospital wants to improve access to information, streamline patient and insurance billing, and reduce costs associated with physical records storage. The hospital needs an easy way to capture thousands of various documents—some of which are standardized forms, and others that are doctors' handwritten records—on a daily basis. The documents must then enter a workflow for routing via network folder and/or email to billing, medical staff, archive, etc.

**Solution:** IT advises the purchase of HP Scanjet Enterprise 7000n Document Capture Workstations for each floor of the hospital. The hospital support staff are trained on how to use the workstations and properly add documents to the workflow. Some documents, such as patient intake documents, are created with preprinted barcodes for easy routing. For others, the user can add metadata with the integrated keyboard to route files to appropriate parties. Handwritten records are verified for accuracy using the device's viewing screen. The documents are indexed and OCR processing is performed on all documents. The IT department manages all of the devices using HP Web Jetadmin, and employees can access and search documents depending on their clearance.

## SUMMARY

Whatever the customer's business environment, HP has a scanning solution that's right for their document workflow. MFPs offer device consolidation, networkability, and a great value for low volume and low complexity environments. Customers with higher scan volumes or advanced workflow needs will need to look to a dedicated scanner. If scanning must be shared among users and/or the workflow complexity is high, a network scanner will be the right fit. For most enterprise companies, however, the solution will not be either scanners or MFPs—it will most likely be a combination of both.

