

Imaging and Document
Management Services
Offering Brief
Xerox Global Services



Imaging and Document Management Services that save you time and money.

Our Imaging and Document Management Services streamline your business processes by providing fast, accurate, and secure access to information. Our extensive capabilities help optimize your business processes by capturing documents quickly, cost effectively, and securely, at your site or at one of our Global Document Management Centers located around the world.

The Right Solution for Your Challenge.

Challenge: Streamlining your document processes. Enable immediate access to relevant, accurate information, accelerating decision-making and customer response time.

Challenge: Reducing cost. World-class, standardized imaging and document management technologies and processes provide you with substantial savings. They transform your manual, potentially error-prone, paper-based processing to secure, electronic information without the need for capital investment in expensive equipment.

Challenge: Ensuring regulatory compliance. Submitting documents for imaging, at your site or one of ours, requires a high level of trust. Our deep understanding of your industry-specific standards and regulations, coupled with integrated processes, enhance accountability and information retrieval.



World-Class Imaging and Document Management Services.

We provide comprehensive capabilities utilizing end-to-end process control technologies that seamlessly integrate into your document management applications and databases. They include:

Preparation – Our disassembly process prepares the documents for optimal imaging through identification of the document’s structure and intelligence, reducing costs, and ensuring quality.

Imaging – Documents are imaged utilizing best-of-class scanners supporting all document types from business cards to office documents to engineering drawings.

Conversion – Images are converted to optimize your viewing, storage, and production requirements, enabling faster upload and download times.

Indexing – Ranging from keyword searches to full text database creation, our indexing services provide accurate and complete access to information at the time of need.

Reassembly and Release – Finished images are delivered in a format and medium to streamline your business processes by integrating content into your existing infrastructure or to a secure Xerox-hosted repository.

All documents and assets are tracked throughout the entire process, offering you peace of mind.

Measurable Results.

From Service Level Agreements (SLAs) to process controls and results, our Imaging and Document Management Services have a measurable impact on your business processes. Using a disciplined approach based on Lean Six Sigma methodology, we quantify performance, cost reductions, and ROI, while delivering some of the most stringent, performance oriented SLAs in the industry.

Security You Can Trust.

Companies face the need to secure and recover business-critical documents. Our Imaging and Document Management Services provide scalable, flexible, and secure options to meet your daily business needs, at your site or ours. We understand that submitting documents for imaging and document management requires a high level of trust. We earn it by ensuring our services meet all of your company’s specific security needs, from employee controls to advanced disaster recovery. Our Global Document Management Centers have achieved quality controls, including SAS 70 Type One Audit, ISO/IEC 27001 Security Certification, and ISO 9001 Quality Certification.

“We provide data accessibility that is timely, accurate, and secure. Period.”

– Douglas Helmink
Vice President and General Manager
Business Process Services

Why Xerox?

As a founder of the commercial imaging and document management industry, we’ve implemented and managed some of the most complex business process delivered on a global basis. With over 20 years experience, only we can provide you with Smarter Document ManagementSM—from image and capture to store and retrieve—optimizing the way you manage your document processes and technologies for greater control and confidence in your operations.

End-to-End Process Control and Optimization.

Our Imaging and Document Management Services expand opportunities to improve your operations for greater control, faster access, and security.

Preparation	<ul style="list-style-type: none"> • Receive, check-in, sort, and batch documents • Identify document type and flag for priority, exception, or special handling as required 	<ul style="list-style-type: none"> • Remove bindings, unroll, and smooth • Convert electronic files to common digital formats • Route for special handling • Quality assurance (QA)
Document Imaging	<ul style="list-style-type: none"> • Scan pages • Import files • Automated forms processing 	<ul style="list-style-type: none"> • 100% quality assurance (QA) images • Tag for rescan
Conversion	<ul style="list-style-type: none"> • Image enhancement and cleanup <ul style="list-style-type: none"> – Auto-deskew – Auto-despeckle – Auto blank page deletion – Auto page orientation 	<ul style="list-style-type: none"> • Optical Character Recognition (OCR) • Intelligent document recognition • File conversion • 100% quality assurance (QA)
Indexing	<ul style="list-style-type: none"> • Manual keystroke enabling easy keyword searches • Barcode, Optical Mark Recognition/Intelligent Mark Recognition (OMR/IMR) 	<ul style="list-style-type: none"> • Database extraction • Quality assurance (QA)
Reassembly and Release	<ul style="list-style-type: none"> • Images and index metadata delivered through media, FTP data release, or stored in a secure hosted repository 	<ul style="list-style-type: none"> • Store or destroy hard copy documents per client specifications • Original hard copy document reassembly and return to customer

Documents and work orders tracked securely throughout the process (Xerox Production Imaging Manager)

For more information visit:
www.xerox.com/globalservices
or call 1-800-275-9376 ext. 947

