



**Nashua's Scan Centre provides  
efficient digitisation of  
paper documents**

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Nashua's Scan Centre provides an efficient service to scan clients existing paper documents, enabling them to save time, money and storage space and helping organisations move towards a full Managed Document Solution (MDS).

## The challenges

In today's organisations, paper documents are literally piling up. Companies have more and more information to manage, and handling all of this material is getting increasingly difficult. Finding and retrieving documents is awkward and time-consuming and storage is expensive.

The answer to these problems is often to move to a Managed Document Solution (MDS), where Nashua provides services to analyse and transform an organisation's document workflow.

MDS can dramatically cut down the amount of paper a company uses, with electronic documents providing a space saving, efficient alternative. But it raises a new challenge: how can large quantities of existing paperwork be scanned and indexed into new computer-based versions and make sure that compliance to the law and regulations are maintained?

## The solution

Nashua has solved this problem with the creation of its Scan Centre: a service that takes boxes of paperwork from customers and scans them to create new digital documents. Having electronic versions means companies can easily search their archives, can save space and money with reduced storage requirements and are not at risk of losing their documents to fire or flood.

The Scan Centre itself is located in Sandton, Johannesburg. Clients can bring their own documents to the centre, or Nashua offers a service to pick them up. Documents at the centre are securely held on the Nashua premises until the work is completed.

"Nashua can scan large quantities of documents as part of a wider MDS engagement or as a stand-alone service," says Selwyn Newman, Head of Sales, Nashua (Pty) Ltd.



### Process is key

"Nashua's process is more important than the actual scanning hardware," says Newman. "Preparation is key for large volumes of many thousands of documents, which may be in binders or folders, or simply loose paper in boxes."

The preparation work carried out by the Scan Centre includes taking out staples and paperclips, unfolding paper and flattening dog-eared corners and taking documents out of binders. Nashua also removes sticky notes which are often found on documents and, if required, scans these separately onto blank paper. After scanning, the paper documents must be reconstructed and returned to their original state – all without any damage or loss of any pages.

"Clients often think about capturing their documents themselves, but you need to follow a managed process – and if no-one's controlling it, a job that should take two weeks can last 18 months," says Newman. "To do it right, you need dedicated staff to allocate their time fully, and to have the right equipment."

The Scan Centre has multiple scanners, including the latest high-end models. Having this kind of specialised, reliable equipment means that there's no damage to documents, such as from paper jams, and that the capturing process goes smoothly.

For a customer, it is rare that they would be able to justify this kind of capital outlay for a document capture project.

### Efficient indexing

The documents can then be output into industry standard usable formats such as TIFF images, or as PDF documents. The files are usually provided to a customer on a DVD, or on an external hard drive.

When documents are supplied as TIFF or PDF formats, the Scan Centre also provides index information in the form of text or CSV files. This then enables the customer to search and retrieve the documents they need. Whether the client uses a windows file structure or an alternative document management system, Nashua can provide the client with the documents in a format that is natively used within their organisation.

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“Nashua implements the Document management software for many clients, so the Scan Centre can provide the files and they can be easily re-imported into systems at the client’s site,” explains Newman. “Everything matches up well – just two mouse clicks and it’s all available in their system.”

### Saving space and money

After they receive their new digital documents from the Scan Centre, organisations typically then remove the paper originals and store them offsite, away from their main office. This means they can save space and money, and they can reference the electronic version of the document in almost all circumstances – only retrieving the paper copy if required.

“While paper documents may be needed for compliance reasons, Nashua is able to advise companies on what they need to do in order to be compliant in their particular industry,” says Newman. “The Scan Centre’s processes also help companies to comply with regulations – for example, by having a clear audit trail and evidence that all pages have been scanned correctly.”

## Challenges

- ✓ Enable organisations to replace their existing paper documents with electronic versions
- ✓ Provide an efficient, high volume service to digitise documents
- ✓ Improve workflow
- ✓ Compliance and regulations

## Solution

- ✓ Digitisation service provided by Nashua Scan Centre in Johannesburg
- ✓ As well as scanning, services include document preparation

## Benefits

- ✓ Efficiently and accurately scans large volumes of paper documents
- ✓ Improves document retrieval with searchable electronic versions, and provides full index of scanned documents
- ✓ Greatly simplifies administration
- ✓ Saves space and money as onsite storage is no longer needed for paper documents

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