



EzeScan ROUTING Case Study

The Business Challenge

A large Hotel Chain was faced with processing 250+ reservation faxes and 250+ reservation emails per day. Incoming faxes and emails were printed and then processed using a manual system of in trays and boxes. Processing each document included physically rubber-stamping documents as received and then faxing that hardcopy back to the sending party. Hardcopy documents were moved around by hand during the process. The final step in the process involved scanning (using flatbed scanners) the hardcopy faxes and emails back into electronic images that were then attached to the booking record in the Hotel reservations system. Although this manual process was tried and proven, it involved a large duplication of work effort.

The catalyst for change was provided by the fact that the fax machine needed replacing. As part of a review of it's IT Infrastructure (fax machines and copiers) the Hotel went looking for an automated solution that could help streamline this process.

The EzeScan Solution

Outback Imaging was introduced to the client by a Photocopier company. They had initially contacted the client about replacing the Hotel Chain's aging fax and copier machines. They realised that simply replacing the fax machine alone, was not going to solve the problems facing the client.

Outback Imaging designed a solution for the client based around its EzeScan ROUTING module and EzeScan KFI module. This new solution would use a new digital copier (with inbuilt copy, print, scan and fax capability).

The new system utilises electronic images throughout the entire process, rather than paper documents.

Incoming faxes are now received electronically, analysed by the EzeScan ROUTING module and automatically forwarded to the reservations operators for action.

Incoming emails received by the reservations operators are now converted to TIF files using a TIF printer driver, rather than being printed and scanned back into the system.

A small number of hardcopy reservation documents are still generated by other departments, but these are now scanned in using the 22ppm scanner in the digital copier.

Workflow queues for the various processing steps have been implemented electronically. The reservations operators use the EzeScan KFI module to access/process their workflow queues. As each step is performed by the reservations operator, the item is moved to the next processing queue.



During processing the EzeScan KFI module provides a simple fax back solution by using the digital copiers print/fax driver in conjunction with EzeScan's electronic rubber stamps to send customised acknowledgements back to the fax sender.

During the final processing step, all electronic images relating to reservation faxes and emails are stored in a Windows file system directory structure based on Hotel Chain\Year\Month\Day\Client Name and Booking Number. The client selectively imports these electronic images into the Hotel Reservations systems as required.

A simple web based application was proposed to allow other hotel staff to view electronic images that are in any of the 3 workflow queues (Incoming, Confirmed or Booked).

The Value

With the implementation of electronic processes there are numerous benefits to the client.

Reservation operators no longer spend time manually sorting faxes or manually delivering them to the recipients. EzeScan Routing performs this task 24 hours per day, 7 days a week. This time (estimated as 15 minutes per day per person) can be spent performing other tasks.

Reservation operators can access their different electronic work queues and process incoming documents as required, without having to walk to the fax machine, or copier to perform the tasks they used to do manually. If a fax was delivered to the wrong operator by mistake, that operator can now simply re route the fax to the correct operators input queue. This time (estimated as 15 minutes per day per person) can be spent performing other tasks.

The enormous time wastage associated with generating printed hardcopy of faxes and emails, and then re scanning them has been removed. All files remain in 100% electronic format whilst processed by the system. This time (estimated as 40 minutes per day per person) can be spent performing other tasks.

The client is saving on the physical cost of consumables used by the digital copier machine. Up to 1000 pages per day were being printed on the old fax machine and printer. These are now all generated in electronic format. This represents a saving of over 300,000 sheets of paper in a year, and a substantial reduction in toner usage, and copier service charges. This could save as much as \$3600 on paper (600 x 500 sheet reams at \$6 ea), and \$9,000 on service costs (based on an average 3c per page)

The client is also saving on the cost of physical storage. The electronic images no longer require storage in file cabinet and archive boxes. In this client's case this means that 3 filing cabinets can be reduced to 1, and that no more offsite storage for new hardcopy faxes or emails is required.

Based solely on the anticipated cost savings in copier consumables (paper, service charges), the system could start paying for itself in 18 months. Then when you also take into account an anticipated worker productivity increase equal to 1 hour 10 minutes per day of an 7.5 hour day for 4 operators (which equates to almost 1200



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hours per year, at a cost of \$25 per hour) this represents a cost saving of \$30,000 per year. In this scenario the ROI could be reduced to around 6 months (Please note the ROI calculations shown are specific to this client, and may not apply to other installations)

For this client the EzeScan Solution provides tangible benefits with regards to cost savings and productivity increases.

Get the EzeScan Advantage

An evaluation copy of EzeScan PRO can be made available upon request.

If you would like to see a product demonstration please contact us to arrange a suitable time and venue.

Or for more information on Outback Imaging's Document Capture Solutions

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