

Challenges

- Council receives between 4,000 to 4,500 emails per month.
- The previous capture solution did not deliver the required functionality to process these emails in batches.
- Emails had to be processed one at a time which is extremely laborious.

Solution

- EzeScan Records Capture
 Solution allows their emails and attachments to be batch processed into Objective ECM in the same manner as scanned or electronic documents.
- EzeScan Profiler helps standardise all council records and digitisation requirements by automatically naming files, applying static metadata, triggering workflows and sending email notifications.

Results

- The council has substantially reduced the time taken to capture and profile information.
- Records staff can now focus on other essential record-keeping tasks.

The City of Darebin implements an EzeScan Email Records Capture Solution to process their large volumes of emails into Objective ECM in just a fraction of the time. Here's how they did it..

After working with a previous capture system that did not deliver the required functionality, the local government authority with over 1,300 staff made the switch to EzeScan. Its out of the box integrations with both Objective ECM and Infor Pathway was a major attraction.

The solution, which effortlessly processes incoming correspondence into Objective, was put into production in just 5 business days. EzeScan's Profiler was deployed to standardise all council records and digitisation requirements.

This means documents are fully classified by EzeScan and users no longer have to do any post-processing tasks in Objective. EzeScan is doing all the heavy lifting and automatically naming files, applying static metadata, triggering workflows and sending email notifications.

Unified profile configurations allow EzeScan users to capture both hard copy and digital born information including email. EzeScan's Email Records Capture (ERC) module has allowed the council to batch process the ever-increasing number of email records in the same way they capture hard copy documents, with the added value of processing attachments as individual records if required.

As a result, the records staff have substantially reduced the time to capture and profile information allowing them to work on more important tasks such as up skilling council users on EDRMS.



EzeScan have provided outstanding support, responding quickly and providing assistance without turning every request into a project!

Angelo Luczek, Coordinator, Corporate Information at the City of Darebin

"Most EDRMS products have some sort of Outlook integration that allows end users to save and register their selected corporate email into the EDRMS, in our case Objective."

"Typically, this process relies on the end user manually registering the email into the correct location in the EDRMS, naming it to comply with our naming convention, classifying the email and applying any other relevant metadata" said Angelo.

"On average, our Council generic email account receives anywhere between 4,000 to 4,500 emails per month. Previously these emails were processed one at a time using native EDRMS integration which is extremely laborious."



Now that we have deployed EzeScan we have the ability to batch process multiple documents in EzeScan. We can now process large volumes of emails in a fraction of the time, which has provided us with time back to focus on other record-keeping functions in the office.

Angelo Luczek, Coordinator, Corporate Information at the City of Darebin

The Council's business units have reported that the Objective data they are now receiving from Corporate Information is in the exact format they require and is accurate the first time.

The EzeScan Records Capture Module allows emails and their attachments to be batch processed in the same manner as scanned or electronic documents. Records administrators can manage the EzeScan PROFILER themselves also saving time and money on organising for IT/vendor support.

About EzeScan

EzeScan provides fast, cost effective business process automation solutions including simplified document back scanning, accounts payable, data robotic process automation, forms data extraction, mailroom/correspondence automation and highly integrated EDRMS capture. With thousands of installations in Australasia, North America and the UK, EzeScan is your ideal digital transformation provider.

