

Diligenta

Many organisations still have their critical records stored on microfiche, accessing and viewing this information using traditional microfilm reader printers is time consuming, inefficient and costly. It can also be a business risk as the microfiche may get damaged, lost or misfiled, often there is no backup copy.



Box-it work with their clients to enable them to bring the analogue microfiche into the digital world by scanning the microfiche and providing them with digital images delivered via the cloud using our award winning Omnidox Platform.

As part of the consultancy process Box-it work with the client to assess the viability of converting the whole microfiche library or providing a secure storage environment for the records and then providing a Scan on Demand service as the records are requested. We have found that this satisfies the business case and provides the client with a clean, efficient and seamless process that meets and often exceeds some challenging service levels required within certain business sectors.

Diligenta, one of the UK's largest life and pensions BPO Services companies, worked with Box-it to move 3.6 million microfiche records to the Box-it facility in Winchester, where they were catalogued and stored in a secure environment. As Diligenta request a record, the microfiche is retrieved from the Box-it secure store, scanned and indexed by our expert conversion team and the images loaded to the Omnidox Platform. The users within Diligenta are informed when the images are ready and are able to view and share the information immediately.

The project has been a major success for both Diligenta and Box-it with both project teams working very closely to ensure that the transfer of the microfiche records from Diligenta's Basingstoke site to the Box-it facility was undertaken with great care and professionalism. The service was fully up and running within days of the microfiche arriving at the Box-it premises.

The service levels are challenging as the microfiche images are expected to be ready for viewing within hours of the request from Diligenta. We are delighted to report that the service levels are always met.

Derek Murphy, who project managed the set-up of the Scan on Demand service for Diligenta recently commented "the service that Box-it provide has firmly met Diligenta's expectations. The fiche images are of excellent quality and Omnidox has proved to be a very easy application for the users to access. There continues to be an excellent working relationship between the parties and the Scan on Demand service has definitely satisfied our business needs".

Benefits Overview

Scan on Demand Service

- Removes cumbersome and inefficient processes
- Provides cost benefits over complete back-scanning
- Digitisation of images on demand
- Information accessible across the business
- Digital information linked to business processes
- Accurate and high quality results
- Creates a secure digital backup to the microfiche library
- Completely outsourced freeing the client from any IT, logistical or operational responsibility

Omnidox

- Allows immediate access to the images
- Shares the information across the business
- Access 24/7

Find out more

If you would like to discuss how Box-it can help your organisation call us on

Freephone

0800 22 07 07

or email marketing@boxit.co.uk