



Perot Systems Triples Production Rates with EMC Captiva®

Perot Systems Government Services provides consulting and business process solutions; as well as applications and IT infrastructure assessment, development and management services to the federal government. Document conversion is one of the services that Perot Systems offers its government clients.

Challenge: Archiving Poor Quality Technical Documents

Perot Systems was tasked to digitally archive paper historical technical documents for several of its clients. The task was complicated by the fact that there were three different kinds of documents that Perot Systems must digitize and each document type presented its own unique processing difficulty.

The company's previous imaging software application could not recognize very faint graphical lines. If the software did recognize some of the lines, often they were not retained when the image was converted to a .PDF file. Furthermore, while the image processing feature of the software would improve the overall page quality it would render the text on the page too dark. Perot Systems was also processing many handwritten documents and documents that included large areas of manually highlighted text. The previous application could not recognize the text through the highlighted sections.

Without the ability to easily adjust the contrast and the depth of the scans, staff members often were forced to conduct several separate scans to be able to retain all the information on the page. The inconsistent image processing resulted in lost production time for Perot Systems and customer complaints regarding poor document image quality.

Solution: Document Capture and Image Processing with QuickScan Pro

After considering competitive products, Perot Systems replaced its previous document imaging software with EMC Captiva QuickScan™ Pro.

QuickScan Pro is an out-of-the-box imaging solution that provides high-speed scanning, image enhancement, such as de-skewing, de-speckling and noise reduction, optical character recognition (OCR), viewing, annotation, printing and storing images for both black-and-white and color pages. The solution

Industry Case Study General Business

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– Jeff Gilman, Senior Network Engineer at Perot Systems

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supports barcode and patch code recognition for automatic document separation, as well as advanced scanner features such as Multistream and auto color detection.

QuickScan Pro has the capability to provide the balance that Perot Systems needed to capture all the lines on a document and improve image clarity without darkening corresponding page text. The software solution was also able to accommodate documents with highlighted text without extensive adjustments or time-consuming "tweaks" by employees.

Results: Quality and Production Rates Increase

The documents that Perot Systems encounters are typically unstructured, with no standard format and are often annotated by hand, which previously caused the company to spend countless labor hours adjusting document images.

QuickScan Pro's viewing capabilities enabled Perot Systems to save time and ultimately thousands of dollars, by previewing documents as they were scanned, allowing employees to make modifications as needed rather than reviewing individual files after each document was scanned.

"The use of QuickScan Pro has allowed us more flexibility, more quality control, and made it easy to make adjustments required from black and white to color," says Jeff Gilman, Senior Network Engineer at Perot Systems.

"The EMC Captiva solution improved the quality of the product we provide to our clients. Production has tripled and customer complaints are never an issue any more," said Gilman. "The program is very versatile and can be adjusted to fit nearly every situation."



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