

## Digital Imaging Services for Higher Education



For colleges and universities today, competition for student enrollment is fierce. You must be on top of your game, thinking through every aspect of the student experience — including often-forgotten business workflows.

If you're a college or university who has not yet automated key business workflows and are challenged by out-of-date systems and old-school paper processes, you may be causing slow and burdensome experiences for both your students and staff. These inadequate information infrastructures prevent you from operating with speed and efficiency and delivering a top-notch student and staff experience.

We are in the business of transforming the way people work through technology, people, and processes, and we've been doing it for more than 80 years. As a partner of more than 2,000 higher education institutions across the country, we're known for providing better record and workflow management processes and innovative classroom technologies, as well as modernizing campus mail and admissions operations to meet the needs of changing student behaviors.

### Our solution

Higher education is a document-centric industry, and the effort it takes to manage hardcopy information is time-consuming and costly to your institution. Our digital imaging services for higher education can help you change the way you capture, integrate, share and manage your important information.

Use our backfile conversion services to digitize your legacy files into customer-specified formats, as well as our day-forward scanning services for ongoing file scanning, indexing and input into your existing line of business applications.

With a solid information infrastructure, you will:

- Reduce or eliminate the space, expenses and hassle of storing and maintaining hardcopy documents.
- Improve efficiency by better integrating and sharing your digital information.
- Make the most of your existing technology investments to automatically capture and manage information.
- Secure access to information and timely responses to Family Educational Rights Privacy Act (FERPA) requests.

For sensitive or classified information that can't easily leave your premises, we provide onsite document services, or we can transport them to one of our SSAE16 SOCII compliant and certified, 24/7 document processing centers, staffed by certified digital imaging specialists.



### Benefits of partnering with us

- Focus on core business, not capital expenditure
- Save space, repurpose real estate
- Scale production while reducing costs
- Eliminate the challenge of meeting service level agreements
- Process, compliance and industry expertise
- End-to-end document tracking

## Backfile conversion services

We lead the industry in advanced technologies for efficient scanning and capture of even the largest backlogs of physical documents, including those on paper, microfilm and microfiche. Virtually any document type within your institution can be digitized — such as student records, facilities and maintenance records, admissions documents, registrar documents, human resource and credentialing files — using high-speed scanners and sophisticated software. From there, we can automatically load the images into your DMS or deliver the information to you in the format that best fits your needs.

## Day-forward scanning services

We take care of your high volume scanning and conversions needs — replacing high cost, inefficient manual data entry with automated workflows — from day to day paperwork and structured forms to unstructured documents and images so you can focus on giving your students the best experience imaginable.

## Enterprise Content Management

At many colleges and universities, each department maintains its own systems and processes — making it difficult to obtain a truly integrated view of records. With our Enterprise Content Management solution, we can build an integration layer while still preserving your current technology investments. With “big-picture” perspective on records, you can improve interdepartmental communication and enhance information mobility across your campus.

## Our facilities

With our offsite services, you don't pay for overhead or to keep infrastructure and staff on standby. You just pay for productivity. We charge most of our offsite services by a measurable piece or transaction, so you're only paying for what you've actually used. Our offsite services can be implemented seamlessly without the IT burden associated with software installation, annual maintenance and support.

We operate a national network of corporate owned BIS (Business Information Services) facilities throughout the country — which are staffed by employees trained annually in Health Insurance Portability and Accountability Act (HIPAA) management. Leveraging ISO 9001:2008 production capabilities and ISO 27001 data centers, our scan and print capacity is more than 50 million pages per month. Our national network provides consistency and multiple levels of quality control, including a document chain of custody for information handled.

### Business processes

- Accounts payable / receivable
- Admissions processing
- Human resource onboarding
- Facilities
- Donor relations/grants
- Alumni associations
- Mail services
- Custom back-office workflows



More than **50 million** pages per month capacity



Leveraging **ISO 9001:2008** production capabilities and **ISO 27001** data centers



**National** footprint of processing centers



Trained **HIPPA**



**1:1** scan operator to QC operator ratio



SFTP using **AES 256** bit encryption



Documented **chain of custody**



Employee background checks, drug testing and **confidentiality agreements**



Stand-alone **mobile** infrastructures



Service Organization Controls (**SOC**) type 2 audit



Independent and **secured** network per facility



24/7 availability

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