

OCR was Analyzed and configured to:

- ✓ Properly OCR very small print (6 point)
- ✓ Scan at high resolution, store at low resolution
- ✓ OCR'd well keeping storage requirements low

Customer says it Best!

“docuFIT was the only company that told us they could address our issue. Other vendors just scanned, it didn't work and they gave excuses.”

CTO

Client

The Client is a large Commodity trader that acquires, ships and ensures quality steel products are delivered to their customers. Their value proposition is their service delivery concept. They ensure the steel is manufactured properly, delivered on-time and under budget with no flaws saving their customers (mostly manufacturers) labor in managing the acquisition of steel products.

Challenge

Environment

They receive numerous documents associated with the manufacture and transportation of steel. A particular report issued by the steel manufacturer is the MTR (Mill Test Report) which is a document that delineates the “quality” of the steel product. It usually comes in paper form (not electronic copies), often on low-quality paper and usually has very small print to fit a lot of text on each page.

Problem

The client was looking for a document management solution. Numerous vendors were invited to demonstrate their wares. The particular piece of information that concerned the client was the “heat number”. This is a number that pinpoints where a specific plate of steel is located in the MTR document (which could be 100+ pages) and tells the quality of the steel. This number is stamped on each piece of steel so it is the easiest way our clients’ customers can identify the quality of the steel which they are “about to use” in their manufacturing process. None of the vendors invited could find the heat number after OCRing the Mill Test Report.

What was Needed

To be able to OCR the documents and then search for them and find them.



Solution

We already understood the problem—OCR is very dependant on the scanning resolution. This is an important checklist item we address as part of our implementation plan.

We altered the resolution on the scanner to scan at the maximum 600DPI. When it was OCR'd we found all the Heat numbers—even from the bad paper. But we went farther — knowing that documents scanned at that resolution were much larger and would take too much disk space. So, after OCRing, we saved the document at a lower resolution—plenty good enough for the human eye—to save disk space. We then permanently setup all scans for high resolution, then toggle-them-down when storing them. docuFIT actually has several places we can change the resolution depending on the need. For those documents to be viewed on the web, we make it even smaller

Results

- Complete** docuFIT met all initial requirements and had additional features actually improving the clients’ service portfolio
- Easy to use** Once the scanner was set properly, no decisions need to be made by the clients’ personnel.
- Documentation** Documented the need to set the scan resolution on the scanner if anyone adds a new button to the scanner’s console Also laced instructions (with pictures of copier panel) near copier for users to set up their own scan buttons.
- Other Products** xFIT was added to allow “replication” MTR’s to the xFIT shared site—so customers can do their own lookup
- Brand-able** xFIT is accessed by their customers from the client’s web site - with their logo - and looks like it’s their web page
- Immediate** The client was able to implement the solution immediately
- Better Service** By adding the xFIT interface, customers can now look up their own heat numbers via the web interface With customers going to the clients’ web site more often, they have more opportunity to “communicate” to customers If client personnel does lookup for customer, it’s 1minute, not 20, minutes, so labor saved and gets to customer faster Service delivery experience has improved enhancing their Customers’ Goodwill along with saving time internally.
- Save Labor** We estimate saving 20-25 hours per month of the clients’ personnel taking fewer calls to find a heat Number & fax
- Lesson Learned** Many companies selling document management are just selling some software and do not understand many issues!