

Case Study

Ministry of
Social Development



“This is a fantastic tool and has contributed to our business transformation.”

Ian Richards , Director Online and Infrastructure at Work and Income.

Project Summary

Requirements An easy to use system to scan and digitise large quantities of paper documents, then make the records readily available nationwide.

Solution Ricoh multifunctional devices, combined with ScannerVision™ capture, digitisation and distribution software.

Benefits

- Nationwide access to information
- Cost savings
- Reduced administration
- Increased accessibility
- Compliant across all areas.



Case Study: Ministry of Social Development

Background

The Ministry of Social Development is all about helping individuals in need and tackling some of the big issues in society. Their work touches the lives of more than one million New Zealanders.

Challenges

For every client the Ministry deals with, a large amount of paper forms are required to be submitted, along with copies of personal identification documents. The forms and personal identification amount to over 44 million pages per annum.

Getting access to the copies of these documents post-interview was time-consuming and difficult due to the storage processes. This system meant storage and logistics costs were a significant expense.

Solution

With Ricoh's considerable experience in digitisation, the solution for the Ministry was to scan and digitise original forms and personal identification into electronic format. Ricoh customised ScannerVision™ document capture and distribution software to provide additional functionality and also cope with the large paper load. The solution extracts information and creates metadata, then seamlessly files it within the Ministry's Objective Document Management System (ODMS).

Benefits

Ease of use for staff

Case managers nationwide now have a process that is easy to use, with a consistent look and feel. All metadata collected on the ODMS is converted into a single view allowing all data to be viewed almost instantly on-screen.

Nationwide access

The scanned original forms and personal identification documents are now stored electronically, providing nationwide access to those documents, that previously was not possible.

Cost savings

In the first five months, the ODMS saved more than \$900,000 in filing costs!

Reduced administration tasks

Clients who have previously provided personal identification no longer need to re-present these documents. This reduces any delays in the administration process.

Increased accessibility

Off-site storage and the logistics of getting files to and from storage is now considerably reduced as the files are now stored electronically on the ODMS.

Compliant across all areas

Ricoh worked with the Ministry to identify and provide a solution which met the relevant compliance requirements, including the Public Records Act 2005, Digital Archive Act and other best practice guidelines related to the conversion from paper based records to an electronic format.

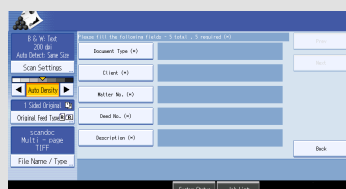
Why Ricoh?

Ricoh's hands-on approach saw them working in partnership with the Ministry of Social Development's digitisation project team to create the required workflows. The solution also earned the Ministry a finalist placing in a national public sector award! "Thanks to your commitment and skills, we made it and the benefits are flowing in." Ian Richards, Director Online and Infrastructure, Work and Income.

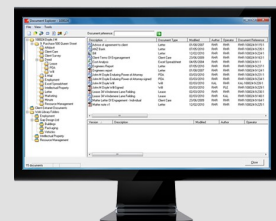
Digitisation solution at the Ministry of Social Development



Scan original documents at the Ricoh MFD*, with ScannerVision™.



Enter or select the relevant metadata via the MFD control panel.



Document images and relevant metadata available to authorised staff nationwide.

*Multifunctional device (MFD): A single machine that, depending on options selected, acts as your copier, printer, scanner and fax.