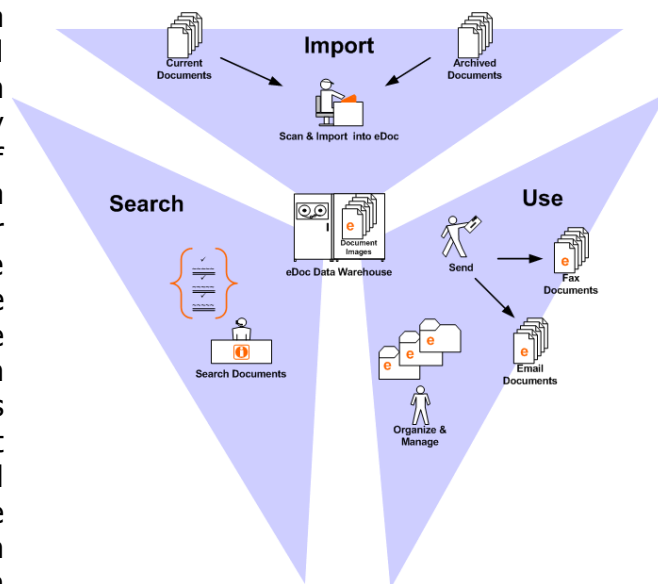


## POSITIVEEDGE TECHNOLOGIES INC — CASE STUDIES

### CASE STUDY II: ELECTRONIC DOCUMENT MANAGEMENT SYSTEM (EDMS) – DEPARTMENT OF HOMELAND SECURITY (DHS)

**Overview:** Homeland Security leverages resources within federal, state, and local governments, coordinating the transition of multiple agencies and programs into a single, integrated agency focused on protecting the American people and their homeland. The comprehensive national mission seeks to develop a complementary system connecting all levels of government without duplicating effort. In order to better do this and to provide guidance to the 180,000 DHS men and women who work every day on this important task, the Department developed its own high-level strategic plan.

**Challenge:** DHS wanted to build a system that can quickly and conveniently provide users with electronic documents based on a variety of search criteria. The efficiency of searches and the accuracy of criteria matches will be the primary basis for overall user satisfaction. Once the system is configured, it would be able to capture millions of records that are paper based by scanning them in multiple batches. But as the documents are photocopies the quality of the print is quite poor and would need considerable enhancement for the system to index the documents. An additional challenge was the fast turn around time the organization needed for the system to be up and running.



**Solution:** Positive Edge Technologies Inc analyzed the requirements of the system and decomposed it into following functional components:

**Document Capture/ Import:** Positive Edge configured KOFAX system extends information capture into mission-critical applications where an absolute minimum of downtime is tolerated. This support for failover technology ensures document processing continues without administrator intervention despite hardware or software failures. The failover is transparent to the user, who can continue to process documents without interruption.

**Document Indexing:** The team would index all the documents based on the selection criteria for each type of document. This process would be automated as much as possible by using Virtual Rescan that is integrated into the scanning process. VRS improves

scanning efficiency and dramatically enhances the quality of your scanned images. By adding VRS to the workflow, unacceptable images can be flagged and sent to the Quality Control module for virtual rescan without interrupting the scanning process.

**Document Retrieval:** The documents can be retrieved by typing in any of the keywords associated with a particular document type. An alternative way would be a wild card search of any word found in a document that has been captured during the scanning process. Almost all PDFs will have a text file associated with it that the search engine would be able to read into.

**Technologies:** The system utilizes two high speed Fujitsu scanners, each capable of scanning 10,000-15,000 documents per day, high-end Dell servers with Xeon processors and with RAID configuration. Along with Ascent Capture 7.0 software package that automates the capture of information from documents and forms, and delivers reliable, retrievable information into the e-doc applications.



The backend database is Alchemy created on open document databases to manage the diversity of document and data formats, providing a variety of options for data capture, indexing, storage and archival management. Alchemy also provides a powerful search engine and client software for viewing, compiling, and routing of strategic information throughout an enterprise. Documents are maintained in their original file formats that may include scanned documents, ERM/COLD files, CAD files, web pages, text documents, e-mail and more.

**Benefits:** The DHS will be able to derive the follow benefits from the new Electronic Document Management System:

- Improve management of a greater proportion of departmental records and in so doing provide an improved services to both the Department and the community.
- Capture complete, accurate, reliable and useable documentation of the Department's activities to meet legal, evidential and accountability requirements.
- Manage the records as an asset and information resource by reducing the time taken to locate information across the Department.