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THE POSSIBILITIES ARE INFINITE

Document Imaging Trend Report
Transportation Sector
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Table of Contents

Market Description (The Prospect):

- The Transportation sector provides significant opportunities for Document Imaging software and hardware including document scanners as this market is currently paper driven and prospects are looking for ways to improve their existing manual processes.

- This sectors includes numerous prospects including the following:

    o Departments of Transportation (DOT)
    o Courier Services
    o Brokers
    o Trucking Companies
    o Food Distributors
    o U.S. Space Program (NASA)
    o Airlines
    o Relocation Providers (Moving Companies)

Business Drivers:

- Many transportation companies are faced with economic issues. The price of gas alone is having a serious impact on many of these organizations whose businesses are highly dependent on gasoline. These organizations are seeking to achieve **significant cost reductions** in some or all of these areas:

    o Photocopying
    o FAX Communication
    o Physical Storage Space
    o Workforce Reduction
    o Overtime
    o Microfilm
    o Administrative Costs

- The need to demonstrate regulatory compliance today spans across all vertical sectors. Transportation is not immune to this business driver. According to the November 18, 2005 issue of the Document Imaging Report "The Patriot Act, enacted post September 11, 2001, is having a serious impact on transportation companies transporting goods between the U.S. and Canada and between the U.S. and Mexico. Prior to the Patriot Act, trucks were allowed to pass through these borders by providing documents on only the highest value items in the delivery. The rest of the data regarding the shipment could be submitted up to ten days after the truck crossed. Now the Patriot Act requires all shipping information be processed 2 hours prior to crossing." This is forcing the transportation companies to seek technology that can help them **expedite the processing of these paper-based shipping documents and so they can demonstrate compliance with regulatory guidelines.**

- The transportation industry needs to analyze critical information such as collisions, road and bridge repairs. **This information needs to be quickly captured and warehoused so that it can be mined to determine ways to increase safety, initiate repairs and**

improve traffic flow. Allowing distributed operations to have simultaneous and remote access can **dramatically improve collaboration** on these issues.

- We are currently living in a time when there is an unprecedented number of natural disasters including tsunamis, hurricanes, earthquakes and tornadoes. The corporate offices of many transportation companies are located in high-risk areas. This issue of business continuity is forcing organizations to seek technology that can **ensure the physical protection of their information** twenty-four hours a day, seven days a week and 365 days per year.

- Transportation, like most industries, is very competitive.   This is causing organizations in this sector to seek technology that can **enhance their customer service** in order to maintain their competitive advantage.

The Transportation Sector Document Imaging Solution:
- The solutions to help transportation companies address these business drivers are some of the Enterprise Content Management (ECM) technologies, including document imaging, forms processing and workflow, as they enable them to capture, manage, store, preserve and deliver information and documents related to business and organizational processes.

- Selected ECM technologies that are particularly beneficial for the transportation sector include:

    o *Forms processing* for processing documents such as accounts payable, purchase orders and invoices. Forms processing can be used to scan and extract data from either typed or handwritten text. Advances in this technology allow organizations to process forms with either structured or unstructured data. Implementing this technology can reduce processing time from weeks to literally hours.

    o *Archive and retrieval* can assist by converting paper-based document such as customer records, human resource records, contracts, engineering and other related business documents into electronic documents that can be archived. These electronic documents can be searched and retrieved for viewing or printing. Accessing electronic documents is much faster, enabling organizations to have efficient document access for audits associated with regulatory compliance.

    o Electronic documents reduce the costs associated with paper filing systems and reduce the risks of misplacing or losing a document.

    o *Document distribution* can be used to electronically distribute documents using the internet, eliminating the time and resources required to fax documents. Additionally, this can be used for redundant off-site storage to ensure the physical protection of data.

o *Workflow* can be applied to automate business processes by routing electronic documents to appropriate departments or individuals to expedite the approval processes.

o *Image Enable Software,* gives organizations the ability to add scanning and document management functionality to existing line of business applications and business processes such as customer and vendor databases. This gives them the ability to implement document imaging without having to change the way employees are used to doing their jobs.

o *Scan to PDF* are combination hardware and software devices, such as the Fujitsu ScanSnap, that enable organizations to convert their paper-based information into valuable Portable Document Format (PDF) files that can be managed using the Windows® Explorer file system, shared, distributed and viewed worldwide with the free Adobe® Acrobat® viewer software.

Applications:
These software technologies along with document scanning and storage technologies are being used to address many diversified applications including:
- Human resource records management
- Customer records management
- Maintenance records management
- Research materials
- Proof of delivery
- Accounts payable
- Packing slips
- Customs documentation
- Bills of lading
- Shipping documents

The Benefits (Value on Investment):
- Implementing document imaging technology can yield many benefits such as:
    o *Faster access and retrieval* of documents associated with customers, employees, and transactions to improve customer service and expand competitive advantage.

    o *Increase efficiencies, time reductions and streamline business processes.*

    o *Reduced risks of misplacing or losing critical business documents.*

    o *Track access and manage information more efficiently* to assist with regulatory compliance guidelines for protecting and to help guard the privacy of information.

    o *Leverage the internet* to enable better business to business communication and better business to consumer communication.

o   Remote access to corporate information helps *facilitate mobile workers* in this highly decentralized environment.

Return on the Investment:

- In addition to the business improvement benefits there are many tangible returns on investment transportation companies will achieve from implementing document imaging. These include the following:

    o   *Cut costs* associated with the labor required to manage paper-based transactions. In many cases organizations have increased productivity with the equivalent or with less staff members.

    o   Significant savings are also achieved by *eliminating the photocopying, faxing and courier service cost*s associated with paper filing systems.

    o   Enhanced transaction processing with accounting items, such as invoices and purchase orders, can help reduce duplicate payments and late fees.

    o   Another major cost savings is associated with the *reduction of physical office space* by eliminating the storage of paper documents. Organizations whose retention policies do not permit the immediate destruction of paper documents will often save money by utilizing less expensive off-site storage.

    o   By reducing processing time organizations can *increase the volume of transactions and revenue.*   This also facilitates *improved customer service and overall customer satisfaction.*

    o   Significant ROI is the result of redundant electronic off-site storage *ensuring business continuity should they experience any type of data storage disaster.*[

Ten Sample Site Survey Questions (Not all Inclusive):
1. What is your most paper intensive business problem and why?
2. What types of documents are involved?
3. What is the current manual process?
4. How frequently is this information accessed?
5. Who is allowed to access this information?
6. How do you currently search and retrieve this information (index)?
7. Are there supporting documents? (e.g., proof of delivery associated with an invoice)
8. Are there retention policies associated with this information?
9. What are your business efficiency objectives?
10. What are your cost savings objectives?

Strategic SoftwareAlliances:
- Our document scanners are a critical component in addressing the myriad of application needs in the Transportation sector. Complimenting our hardware to make a complete solution are a number of strategic software providers. Information on all our software partners can be accessed at our website at: http://cheetah.fcpa.fujitsu.com/isv_support/index.html

Supporting Case Study – SIRVA, Inc. (As reported by Datacap):

Remote scanning and Document Processing
SIRVA Reduces Processing Cost and Document Cycle Time

SIRVA, Inc., based in Westmont, Illinois, is a leader in providing relocation solutions to a diverse customer base around the world. Among the company's well-recognized brands are Allied, Global and North American Van Lines. The company offers innovative ways for customers to achieve their individual business goals, while providing global end-to-end relocation services, including program development and management, home purchase and home sale services, household goods moving and mortgage services.

SIRVA conducts more than 365,000 relocations per year, transferring corporate and government employees as well as moving individual consumers. The company operates in more than 40 countries with approximately 7,800 employees and an extensive network of agents in more than 175 countries.

SIRVA provides a variety of information technology services that support drivers, fleet owners and independent van line agents, including a distributed capture application from Datacap that enables 1,100 SIRVA agents in the field to scan and upload shipping documents to SIRVA headquarters. This assures rapid delivery of documents to SIRVA's proprietary document management system, which results in faster processing, better customer service and reduced mailing costs.

The Challenge

For SIRVA, every household move generates an average of 25 pages of shipping documents. Previously, SIRVA agents used to mail or overnight documents to one of SIRVA's two corporate scanning and processing centers, using Datacap Taskmaster data and document capture software, integrated with SIRVA's own custom document management system.

Several years later, *Datacap introduced Taskmaster Web, a browser-based solution for scanning and indexing over a browser.* SIRVA saw it as an opportunity to reduce processing time and reduce cost and they began to formulate a plan to integrate Taskmaster Web into their operations.

The Solution

When a SIRVA driver returns to the agent's office with the shipment paperwork, the agent logs into a special SIRVA extranet website, enters a password, and scans the document remotely using Taskmaster Web. The agents benefit from a faster payment cycle and have web access for queries on shipment paperwork. SIRVA found the Fujitsu *fi*-4110 and *fi*-4120 line of scanners to be the right scanner for most agents and worked with Fujitsu to support the agents' these[KLH1] scanning needss.

The shipment paperwork is scanned by batches, bar code separator pages are used to identify each contract within each batch and most documents contain a barcode that identifies that document's doc type name (bills of lading, inventory, etc.). Other documents are recognized through OCR or pattern matches. After remote scanning, Taskmaster Web uploads the document images to the Taskmaster Web Server in SIRVA's main processing center in Fort Wayne, Indiana. There, index operators review the documents and index only those documents that have not been recognized by Datacap recognition and commit the images to the repository.

The Results

"The Taskmaster Web solution has helped us reduce processing time for shipments by an average of two days and resulted in greater efficiency," says Tim P. Smith who manages the application for SIRVA. "SIRVA has reduced its scanning costs by working with the agents and scanning most of the paper work at the agent's facilities."

SIRVA has begun to expand this solution to the Corporate Relocation business for further efficiencies and to provide web access for its corporate customers. Additionally, SIRVA is evaluating this same solution with its businesses in the UK and international operations.

Other Resources of Information:
The following web sites have been beneficial in the research of this report and may prove beneficial for further research on this subject:

- The Association of Information and Image Management: www.aiim.org
- The Association of Records Management Professionals: www.arma.org

Periodicals referenced include:
- Business Solutions Magazine
- eDoc Magazine
- Document Imaging Report