Alta California Regional Center Invests in PSIGEN PSI:Capture to Revamp Invoice Processing

Located in Sacramento, Alta California Regional Center (ACRC) is a non-profit corporation that provides assistance to individuals with developmental disabilities by facilitating third party organizations to help meet their needs. Reaching 17,000 individuals throughout 10 counties, ACRC provides unique services to challenged clients and their families, helping them identify and utilize available support and services to achieve a comfortable quality of life.
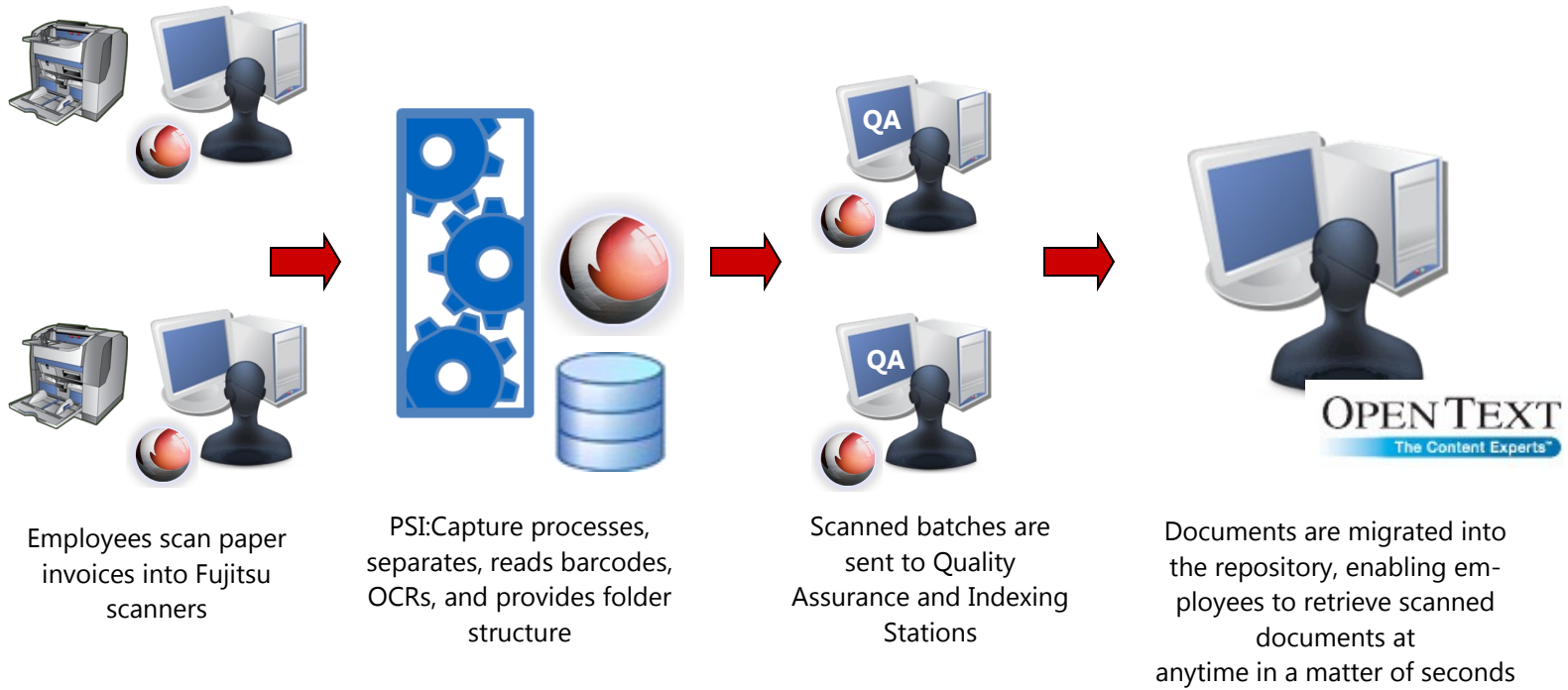
The Problem

The accounting department at ACRC receives approximately 3,000 individual vendor bills each month, with a short turnaround deadline. Manual procedures were slow and tedious; each paper document had to be processed, copied, filed, and stored for up to 6 years. File cabinets stuffed with paper wasted office space and retrieval was problematic, resulting in inefficient and time absorbing record keeping. Additionally, at minimum 25 full filing cabinets were taken off site to a third party storage location annually. Whenever these archived files needed to be reviewed, ACRC not only spent valuable time locating the document, but was also charged a fee to open the storage unit. Modifying the manual processing and storage challenges became essential.

Solution Requirements

Once ACRC recognized the need for a processing overhaul, a more organized system was pivotal. "Alta needed to find a system to efficiently manage an ever increasing volume of paper. We were running out of physical space to continue to add more file cabinets. Even if we had the space, it was becoming more time consuming to file and retrieve documents," explains Peter Tiedemann, Chief Operating Officer. Something cost effective, both initially and in the long run, was also a concern.

The PSIGEN Solution

Alta California Regional Center invested in Open Text Alchemy, two Fujitsu scanners, and PSIGEN PSI:Capture, a decision they have found invaluable. Invoice processing dramatically improved and is now almost effortless; documents are scanned, and PSI:Capture does the rest. Barcode separator sheets are used to organize pages, and OCR technology automatically extracts and validates relevant data. Scanned images are automatically sent to and stored into an archive, eliminating the dilemma of paper handling. Employees no longer face overstuffed, disorganized filing cabinets, and instead enjoy easy invoice tracking and retrieval. "With PSI:Capture we can now efficiently scan our documents and retrieve them without staff ever having to leave their desk," Tiedemann notes. "This has provided better and more effective customer service." The financial benefits are also undeniable. Thousands are saved on copies, the shipping costs to send boxes to storage, retrieval charges, and employee labor. PSI:Capture proved to be so advantageous in the accounting department, that it has since been extended for other purposes, such as human resources and vendor files.

Employees scan paper invoices into Fujitsu scanners	PSI:Capture processes, separates, reads barcodes, OCRs, and provides folder structure	Scanned batches are sent to Quality Assurance and Indexing Stations	Documents are migrated into the repository, enabling employees to retrieve scanned documents at anytime in a matter of seconds

Conclusion

Time, money, and frustration have all been spared with the acclimation of PSIGEN's PSI:Capture. Customer satisfaction has improved in addition to staff efficiency, all thanks to the powerful yet simple software that is PSI:Capture.

Solution Components in Summary

Capture Software:	20 PSIGEN PSI:Capture Enterprise Workstations
Content Repository:	Open Text Alchemy
Scanners:	2 Fujitsu Scanners

About PSIGEN Software, Inc.

PSIGEN is the innovative leader in advanced capture applications, and helps organizations convert content into managed digital assets. Our largest customers include service providers, business process outsourcers, and major corporations. We have significant customer concentrations in financial services, healthcare, manufacturing, retail, and energy. Our channel partners include document imaging value added resellers, major brand MFP dealers, Microsoft solution providers, and document management software vendors.

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