



Visioneer Solution Provider of the Month  
May, 2008

Founded in 1995, PIF Technologies Inc. is the #1 distributor of DocStar Electronic Filing & Imaging systems in the United States. Eric Eastman, Senior Document Imaging Consultant, came to use the Visioneer DocuMate 632 with an install involving a large insurance agency in the metro Boston area.

The company was looking to ensure that its customer service and employee efficiency remained at the highest levels. The volume of paper that the agency was handling had led to the accumulation of years of paper files that were stored in file cabinets taking up valuable storage space. Because the files were in a paper format, files were often misplaced or difficult to find. Time was often spent looking for paper files that were not filed correctly or were not located where expected.

As a result, they began looking for a way to streamline processes by converting their paper into electronic documents through the implementation of a document management solution. Cost, ease of use, centralization of the solution between their offices and integration with the agency's line of business application were the keys to making the solution work for them.

To address the cause of concern by the customer, PIF Technologies brought in DocStar document management solutions along with Xerox DocuMate 632 scanners to each office. The new business and correspondence is now scanned at each location into a central repository. Scanned documents are then retrievable from within the company's line of business application. The agency has now also incorporated the scanning of HR, AP, and documents as well. Customer service and employee efficiency have improved as all files are available at the every employee's finger tips. Time is no longer sent looking for misplaced files.

This customer has been very successful in scanning the new documents and is currently working on scanning years worth of archives, a process called "back file conversion". They expect to be completed in several months at which time they plan to have the file cabinets removed and add an additional desk for another producer.

PIF Technologies, Inc. is a New England based integrator that sells and services the entire suite of DocStar solutions with over 1,800 clients. Their customer base is very diverse with strong representation in the insurance, mortgage, financial, municipal, education, healthcare, retail, and manufacturing industries.

