

# 10 QUESTIONS TO ASK A SCANNING PROVIDER

When you work with a document scanning provider, you entrust them with critically important documents. Here is a checklist to help guide you to the right decision for your document scanning project:

## ○ **What kind of scanning projects have you executed and do you specialize in scanning for any specific industries?**

Choose a company that has handled the type of documents you want to convert. You want the scanning provider to be familiar with the nuances of your industry and the regulations and compliances you require. It's a good idea to ask for customer testimonials or references.

## ○ **How do you ensure the security of documents throughout the scanning project?**

Ensure your scanning services provider follows a secure chain of custody after they pick up your documents. They must provide secure transport to the scanning facility, and a systematic document preparation process, with the option to return your paper originals to your premises or send them for secure shredding.

## ○ **Will your employees execute my scanning project or do you outsource it to third-party scanning providers?**

Some scanning companies outsource the job to other vendors - that's a red flag as you don't know under what conditions your documents will be handled. To maintain full control on the quality, accuracy, and security of scanned files, your scanning company needs to have full control over the entire process themselves.

## ○ **Tell us a little about the team who will handle our document scanning project?**

Make sure your scanning project is being handled by a team that is trained and security-vetted. Ideally, you need a project manager who is aware of records management best practices and industry compliances, and trained technicians with experience in handling production-grade scanners and associated software for image processing and accurate data capture.

## ○ **What type of scanning equipment will be used for my scanning project?**

Reputed scanning companies invest in production-grade scanners that operate at high scanning speeds and produce high-resolution images. This is essential to ensure that your scanning project is completed on time with high-quality output.

## ○ What output files can we expect from you?

Choose a scanning services provider who can deliver output files in the formats you require. Generally, TIFF or PDF formats work well for most applications and they can be seamlessly integrated with your existing document management system or other backend systems.

## ○ How does your company handle quality control and ensure all documents are accurate and legible?

An experienced and reliable scanning services provider will have a stringent quality control process in place. Scanned images will be checked for clarity and sent for a re-scan if there is any issue with the final output. Most large scanning companies offer image enhancement services to ensure high-quality of digitized files.

## ○ Do you offer OCR services?

Scanned images are not sufficient to leverage the most out of your scanning project. Look for a scanning company that uses data capture software to convert scanned images into machine-readable text. They must also have the capability to accurately classify your documents and index them into a fully-searchable database with appropriate metadata.

## ○ If some of our records cannot be transported to your facility, how will you handle their conversion?

If your documents are too fragile to move, or you cannot move them outside your premises due to security regulations, then pick a scanning company that offers onsite scanning for conversion of documents that cannot be transported to an offsite facility.

## ○ Do you offer document management support and workflow automation software to support our digital transformation initiative?

Look for a document scanning company with a comprehensive portfolio of services to support your digitization and automation objectives, including post-scanning data capture, document management and workflow automation with ongoing support.

## YOUR IDEAL DIGITIZATION PARTNER

Once you have the answers to these questions, you will be in a position to make the right choice for your scanning project!

Want to save time and effort evaluating tons of scanning vendors? Trust **Revolution Data Systems** to tick off all the right boxes on this checklist!