



STATE GOVERNMENT

Customer Success Profiles

ISSUE 1

In this evolving global climate, government organizations face many significant challenges. The ability to streamline business processes while doing more with less compounds the fact that government entities are constantly expected to provide exceptional public service while reducing costs.

Konica Minolta's EnvisionIT Government suite of solutions can help government organizations resolve some of their ongoing challenges by helping to streamline business processes and by providing additional security and infrastructure optimization to improve organizational efficiencies.

To learn more, select the categories below to see how our government customers used Konica Minolta's EnvisionIT Government solutions to come out on top.

scan, route, index and categorize information



KONICA MINOLTA SOLUTIONS:

NSi Autostore, Pagescope Enterprise Suite, bizhub Multifunctional Printers



■ District Attorney's Office in the Western United States

CHALLENGE: A Western state Attorney's office needed to improve scanning workflow and reduce the amount of time it took users to scan court case files into their existing document management system.

SOLUTION: Konica Minolta recommended automating the indexing of documents in order to increase the accuracy of information and get scans to the right place on the first try. Konica Minolta also replaced the need for separate Bates stamping machines by employing a Bates stamping feature on the fleet of MFP equipment.

By implementing the NSi Autostore workflow and the advanced bates feature, Konica Minolta created a simple touch button to reduce error and reduce the amount of time users stand at the MFP scanning in court cases. In the past, indexing of the document at MFP required direct input for all information. With NSi Autostore, the drop down document types and naming conventions that were used drastically reduced time spent at the MFP. Konica Minolta also implemented its optimized print services (OPS) for replenishing supplies and providing auto meter reporting.

ROI: The office was able to save over \$ 6,000 per year and increase employee productivity significantly by instituting NSi Autostore, Bates stamping features on the MFPs, as well as Konica Minolta's optimized print services (OPS) for replenishing supplies and meter reporting.

■ US Court of Appeals:

CHALLENGE: Judges at a US Court of Appeals are not notified about incoming faxes (important correspondence from other courts and clerks) and some are actually lost or misplaced. The judges needed a simple method to print from their iPads to their local printers while in court. The court staff needed a simpler method to securely scan and process court documents. Meanwhile, confidential court documents were left exposed on printers.



SOLUTION: Konica Minolta introduced their partner NSi and their AutoStore solution. The court decided to move forward with the acquisition after a successful proof of concept. The benefits of AutoStore include:

- Judges received an immediate email notification for all incoming faxes which contained a direct link to the folder location
- Judges used their iPads to print documents directly from their key programs and emails to their local bizhubs
- Court staff authenticate at the bizhubs providing the benefits of secure workflows for scanned and printed documents.

ROI: The Konica Minolta AutoStore solution supported the mission of the US Courts to provide the judges with quick and secure access to case relevant information. They also reduced costs associated with processing documents and standalone fax machine.

■ County Corrections and Rehabilitation Department in Florida

CHALLENGE: A County Corrections and Rehabilitation's department in Florida wanted to be able to lock down scanning and have an audit trail of all printing and scanning in their facilities. They also needed to scan to their ECM solution using individual indexing queues. Document confidentiality was also at risk in their process of sending documents between floors of the multi-story jails via fax. The printing of jail access cards, using a barcode, was also needed. KM technical support also discovered that non KM MFD's on site could be accessed via remote admin and also pointed out that they were not securely managed leaving unlimited access to documents stored on the HDD could be read by anyone who has the ability to access the IP Address of the specific copier used for confidential file storage.

Also a network share that would be a separate device (a server) where the file share would reside, an ftp site would also be a separate device and are not interested in having servers to host these files. The requirement is that the multi-function device has a hard drive on board with sufficient capacity to store scanned files. This drive should be accessed by simply using the \\ipaddress at the run prompt to access the scanned file folder. Preferably the device also allows for the option of deleting scanned files after a determined amount of time to alleviate the possibility that the drive gets full.

Solution: Konica Minolta was able to provide them with the PageScope Enterprise Device Manager, which gave them an audit trail for all printing and scanning that occurred. NSi's Autostore 62 licenses was installed on the client's server to handle the scanning to file, audit trail and sending of files between staff on various floors handling 10,000 pages a day of scanning of records. Konica Minolta's Solution's Engineer also wrote a custom script to erase data nightly within folders to eliminate the risk of document compliance breaches and risk. Although the original placement award was for 57 units, more KM devices were placed to address the vulnerability discovered in other Vendor's products where the HDD could be accessed and files read with simple network access.

The Detour! IT Road Block: After supplying a test/demo unit for configuration purposes to the IT Department which is required before officially giving a Vendor full awarded department business, they began to raise the concern that they were unable to access the HDD via \\ip address at the run prompt to access the scanned file folder (This is where Konica Minolta separated ourselves out of the box without added security kits and enhancements from our competitors).

Since this was a must for the IT Department, Konica Minolta brought to the attention of the Department's directors and County contracting officer the vulnerability and security risk for their Jail System's document management operations leaving sensitive information (e.g. Criminal Records, Employee Disciplinary Actions and Case Results Etc.) accessible via \\ipaddress at the run prompt to access the scanned file folder that can be intercepted anywhere on the County-wide network from those who have access.

Although Konica Minolta's solution was not the cheapest (Out of 7 Vendors 3rd Highest Price Point) it was the best fit and the most secure to work with the Department's daily document management allowing for a more simplified less unsecure environment. Out of 7 Vendors Konica Minolta was the only solution that out of the box the HDD could not be access via \\ipaddress at the run prompt to access the scanned file folder because of our AJOX compliant operating system.

ROI: Now the office experiences secure scanning, which was not available previously, decreases in employee criminal files misuse and an overall secured document workflow environment. This has led to the County whether it is Direct or Dealer provided, clearly requesting Konica Minolta MFDs throughout the various departments and facilities.

■ University in the Western United States

CHALLENGE: The University has made an investment in Document Management Systems that are being underutilized by staff members due to the complexity of storage and retrieval of documents. Many departments have abandoned the use of the Document Management Systems and are scanning to email or storing documents in shared folders resulting in wasted time and storage space.

SOLUTION: Konica Minolta provided a streamlined process using NSi Autostore for each department to utilize the university's investment made in Document Management Systems. Staff member are now able to scan documents from the MFP directly into the Document Management Systems as well as to email and shared folders simultaneously. The documents are also OCR'd and made text searchable for added time savings when trying to locate a document or information within the document.



ROI: Before the solution was implemented only 20% of the departments were using the \$500,000 Document Management System. After the implementations, 80% were now storing and retrieving documents from the Document Management System. This is a \$300,000 Return on Investment in addition to the amount of time and frustration saved.

■ School District in the Southern United States

CHALLENGE: Need secured scanning workflow with audit trail to avoid potential FERPA violation on Student record information when teachers scan to their shared folder in order to upload student information into TREx (Texas Records Exchange System) where permanent student records and related information are stored. Also need ability to automatically scan in compact PDF to reduce file server size requirements and when necessary scan to word for document manipulation.

SOLUTION: By implementing NSi Autostore, teacher sign on to the device for scanning functions are tied to their login credentials set forth in their active directory. This eliminates teachers and staff from viewing student information that they are not allowed to access thus adhering to the FERPA regulations concerning privacy. Utilizing defaults on scanning, compact PDF in B&W were set as default scanning type to reduce file sizes and thus save on server space avoiding premature hardware upgrades. Finally, NSi has the ability to convert scanned documents to word thus allowing teachers to manipulate forms/documents and avoid additional time in recreating them.

ROI: Time Savings and increased productivity offered by not recreating documents, having to establish a new security sign on procedure and upgrading hardware prematurely Lastly, the avoidance of FERPA fines/penalties resulting from procedural failures to protect all personnel and students as mandated by regulatory statutes.

■ Utilities Commission in the Southeastern United States

CHALLENGE: A Southeast city utilities commission had an un-optimized fleet of MFPs, printers and fax devices. They also had no device or document security on their MFPs and an inefficient and difficult time getting their documents into their new Documentum system.

SOLUTION: Konica Minolta performed an assessment for the client and implemented a new optimized and right-sized fleet of bizhub MFPs. In addition, Konica Minolta implemented the NSi Autostore solution to capture, process, and route the client's documents into their Documentum system. In order to secure their device and track costs and usage, KMBS implemented Pagescope Enterprise Suite.

ROI: The client has a less expensive and more productive fleet of hardware and a much more productive document workflow which will meet their business needs for years to come.

electronic document management



KONICA MINOLTA SOLUTIONS:

DocRecord Document Management System and ScanPath

DocRecord **SCANPATH**

■ Sheriff's Office in the Southeastern United States

CHALLENGE: The intake portion of the jail at a local sheriff's office wanted a more paperless, streamlined method to access the arresting document packet instead of photocopying it. It was taking a lot of time to photocopy the documents, walk the copies to the district attorney's office and then provide a copy to the detective department.

SOLUTION: Konica Minolta installed DocRecord software and a work group scanner which allowed the client to pull up the documents electronically, fill in the information and then email the documents to the district attorney's office as well as the detective department.

ROI: The sheriff's office was able to save time and paper.

■ A City in Kentucky

CHALLENGE: A city in Kentucky needed to be able to move documents more efficiently, recall information for the public on demand and reduce their overall costs. The city had 42 desktop units and limited MFP access. It also had small paper tray configurations which limited print sizes and paper stocks as well as limited finishing capabilities. Additionally, the city did not have efficient scanning capabilities, no inbound fax routing, no OCR capabilities and no document management capabilities.

Given this, the client needed a way to reduce costs while implementing new printing and scanning technology and streamline processes to become more efficient long term. They were also looking to standardize supplies, and get a single point of contact.

SOLUTION: Konica Minolta installed MFP Color and B&W devices as well as Prism's DocRecord document management system to manage their documents and



ScanPath to be able to easily convert documents from PDF files to Word, Excel and other file formats when scanning. As a result, the city now has centralized color print, copy and scans systems, they are able to print larger documents, high quality line drawings, provide superior color photo mapping and are able to generate and distribute drawings and plans and easily and efficiently convert scanned documents into an editable format.

By implementing several Konica Minolta devices in central locations, the client immediately reduced printing costs. The implementation of the DocRecord Document Management System helped the city manage records while maintaining records retention policies, document cross referencing and full text keyword searches for quick retrieval.

ROI: The city saved over \$2,196.00 per year in print cost reduction through a new centralized placement of MFP equipment, reduced employee time searching for documents, and increased productivity as employees do not have to recreate documents. The cost savings continues to grow incrementally.

■ Board of Education in the Southern United States – State Contract

CHALLENGE: Customer was in the process of updating their MFP fleet when a discussion on document management initiated by the sales rep led to the discovery the customer wanted to improve their current method of hard copy documents stored manually in warehouse filing cabinets but they had no set aside budget to address this long standing antiquated archive method.

The customer had wanted to start scanning hard copy documents to a central repository but didn't know where to begin. In a previous investigation 4 years prior the cost was \$20,000.00 plus training.

SOLUTION: Customer ROI: Savings of time and money! Customer in final analysis was delighted with their choice to award to KMBS and the subsequent implementation of DocRecord solution and Scan Path when it was bundled with their MFP replacements. This included the two MFP's at the Board Office plus all MFP's school district wide, thereby providing 10 Schools Board employees with gained efficiencies and saved the school district conservatively \$1200.00 per month, over their previous MFP cost. It was noted that the savings of \$1200.00 per month allowed the schools to save a part time workers job!

ROI: ????????????????

■ School District in the Southwestern United States

CHALLENGE: School Districts are under continuing pressure to function with shrinking budgets. This School District in the Southwest is no exception and decided to be proactive and search for areas to maximize efficiency and reduce waste. They had no way of monitoring the use of any MFP or desk top device and therefore could not accurately forecast their costs. Their goal was to more accurately forecast budgets and reduce the guess work that was involved in the budgetary process.

SOLUTION: By implementing Equitrac, the District could view which individuals and departments were doing the majority of the printing allowing them to capture information and charging back the department accordingly. An additional feature of Equitrac was implemented, "follow you" print, which is reducing waste and increasing security for student information and other sensitive material by only allowing the job to print once authentication has occurred at the device. Additionally, the District acquired card readers for their new MFP's to facilitate authentication reducing the practice of individuals sharing out their user codes to others. Lastly, the LK-101 was sold with the new MFP's to facilitate scanning to a "cloud" environment. Future sales potential exists with the District with additional software applications and connectors to help facilitate workflow scanning.

ROI: They will now be able to control costs by holding departments accountable for usage. The threat of financial penalties for security breaches containing student information will be lessened considerably due to the authentication process and increased tracking capabilities.



■ Department of Health in the Western United States - Human Services – Division of Healthcare

CHALLENGE: Department of Health and Human Services – Division of Healthcare Financing and Policy stores a large number of Medicaid and Medicare records and reports in their “library” which consists of file cabinet upon file cabinet. When a record needs to be retrieved an employee physically retrieves the file. Many files are located in a timely matter but others may take hours, if not days to locate. This manual search happens multiple times per day. Files can frequently be misplaced when an employee does not return the file to the correct location. There is little control as to who can access the files and only a manual tracking method to know who or when a file was checked out.

SOLUTION: Konica Minolta provided a document management system to help manage electronic documents and also to assist in the conversion process of the paper records and reports. All records can be scanned directly into the document management system through their current Konica Minolta MFP's. Files can then be located through a simple search and retrieval method that takes seconds and can be done by anyone who is given permission. This will eliminate the need to physically stop what an employee is doing to walk to the “library” and perform the search or in some cases having multiple people searching for the same file. Additionally, the security level provided will be greatly increased. Retrieved files will be tracked to ensure data security and almost eliminate the possibility for a file to be lost or accessed by someone who is not authorized which is of great concern due to the sensitivity of the documents the Department of Health and Human Services handles. The plan is to expand the document management system to other divisions within the Department of Health and Human Services in the future.

ROI: The Department of Health and Human Services feels that they will see an immediate return on investment from an employee productivity standpoint. If an employee that makes \$18 / hour spends 2 hours per day or 10 hours per week in the “library” searching for files, the result is \$180 per week that is wasted. To compound that, there may be 4 employees that spend that much time pulling the paper files each week. From a time only standpoint, this would be a \$37,440 ROI in a year. An added ROI is the reduced possibility for data to be stolen. Having these records fall into the wrong hands could be very costly to the department.

manage and track printing



KONICA MINOLTA SOLUTIONS:

OPS, Equitrac Office, ITC Solution for Print Release, Printer On, bizhub MFPs



■ County Sheriff's Office in the Southeastern United States

CHALLENGE: A county sheriff's office had an unoptimized and dated fleet of MFPs, printers and fax devices. They also had no device or document security, nor did they have a method of managing printing in their organization resulting in a lot of excess color printing.

SOLUTION: Konica Minolta performed an assessment for the office and implemented a new optimized and right-sized fleet of bizhub MFPs. In addition to securing their fleet and giving them the ability to manage and control printing, Konica Minolta also implemented Equitrac Office across their entire fleet.

ROI: With their new ability to manage printing in their organization, the client saw a significant cost savings. They can now control color printing and eliminate waste with follow you printing.

■ County Sheriff Office in the Southern United States

CHALLENGE: The Sheriff's Department wanted to have the flexibility to output color images at all locations, while controlling access and costs. The department wanted personnel to be able to seamlessly print from any device on the network and retrieve the job on the nearest MFP through HID card authentication. Through authentication the department also desired the ability to track output on many levels, including department, location, and individuals.

SOLUTION: The local direct branch was able to utilize 29 bizhub color MFPs throughout all locations, along with the PageScope Enterprise Solution (PSES). The PSES solution included account manager, authentication manager, and the print manager modules. HID card readers were installed on the MFPs to utilize the existing HID cards used by employees in the department. PSES will integrate with the departments active directory to make staff updates to the system seamless and automatic.

ROI: The customer was able to add all the desired added functionality above their current fleet within the same monthly expense. The solutions will provide an audit trail of all output by staff, protecting the department from unauthorized output of confidential information. The Sales Representative was able to estimate the solution will reduce the unnecessary output and reduce costs by 10% in the first year.



Public Library in the Western United States

CHALLENGE: A public library had 10-year old analog machines. They needed a way to address the patron's growing technology needs and satisfy their requests for printing and scanning. They also wanted the ability to move printing from individual stations to one central location. Implementing this change was key to helping reduce the lines and waiting time of library patrons. The client also wanted a way to change the way they handled charging for copies. They were using a coin method, which they found to be high maintenance, dirty, heavy, and inefficient for their financial staff and just "plain old fashioned." The library wanted to move over to using credit and debit cards.

SOLUTION: Konica Minolta replaced the library's patron machines in 27 branches and in the main library with 44 bizhub MFPs. KMBS also placed ITC Solution for Print Release in two branches and in most floors of the main building and used Secure Release for all other locations instead of Print Release stations.

Konica Minolta then placed card readers on Microfilm (16 devices) and cash/card loaders/revalue stations at each branch and floor of the main building. These devices handle cash and credit/debit cards (no ATM only---if you have to use a PIN) and are connected using DataCap Modems so they don't have to handle client financial info.

Printer On was used to handle wireless and remote printing. It allows people from home, work or laptops to be able to print to bizhub MFPs securely from a private cloud.

Scanning was a huge new offering for the library. They had 10-year-old Xerox copiers that were not multifunctional (or they didn't use them as such). Scanning saved them a lot of paper and gave them the ability to meet the needs of the emerging technology patrons. This includes scanning to email (which they do offer) and scanning to USB hubs, which was a key factor in providing additional portability for the client.

ROI: Removing the older printers saved costs in maintenance, supplies, electricity and IT time. Print release stations were placed in copy centers so that all printing would drive to a central area. This also helped with reducing the amount of support the librarians had to do throughout the large floors and helped the client keep an eye on the devices. It also helped to cut down on stolen paper. Using credit and debit cards helped to make it easier for the patrons and more modern and this helped to move patrons to use cards more and reduce the amount of cash that they had to handle.

Community College in the Southern United States

CHALLENGE: This Community College had a requirement to update their Canon MFP's and look to stay with Canon who previously provided UniFlow software for student charge backs to using dedicated printers or MFP's or find a better alternative. Goal was to provide next phase functionality for BYOD cloud/mobile printing and to have security of information. Provide accounting software that could be utilized for students at dedicated MFP locations and also provide usages by Department accounting for staff members who were not charged back for images. Ease of use was a consideration for a minimal learning curve for all end users. Also in consideration was notification to staff users of print routing for 10+ pages to be done at an MFP not a desktop printer for page print savings, when any job is sent to a desktop printer.

SOLUTION: By implementing EquiTrac Express in combination with PrinterOn our KMBS Branch was able to provide both the enhanced replacement of UniFlow accounting software and with PrinterOn mobile device with AES Encryption for secure printing. 42 new Konica Minolta MFP's were installed for \$399K. The combination of Equitrac Express, PrinterOn, installation fees and professional service initial hours total sale was an additional \$120K.

ROI: Customer had a requirement not to exceed previous budgetary cost while looking to enhance the student user experience for printing and provide needed security for new mobile device printing. The sales team of the Sales Rep, Branch Manager and Solution Specialist provided a total package solution that came within the customer's financial and security requirements on a 60 month lease using our KMBS WSCA Master Contract.

provide additional security



KONICA MINOLTA SOLUTIONS:

Common Access Card/PIV Solution, Page Scope Enterprise Suite, bizhub SECURE Services



Sheriff's Office in Florida

CHALLENGE: A sheriff's office in Florida wanted to be able to lock down scanning and have an audit trail of all printing and scanning in their office.

SOLUTION: Konica Minolta was able to provide them with the PageScope Enterprise Suite, which gave them an audit trail for all printing and scanning that occurred.

ROI: Now the office experiences secure scanning, which was not available previously.