

A woman with long brown hair, wearing a white lab coat, is sitting at a desk in a laboratory. She is looking at a laptop screen. In the background, there are various pieces of laboratory equipment, including a microscope and several beakers on a table. The lighting is soft and blue-toned.

# Ten Million Images & Counting... A CASO Scanning & Conversion Success Story



## CLIENT

SUNY Downstate Medical Center  
New York State Industries for  
the Disabled, Inc.

## PARTNER SERVICES

Fedcap Office Services

## PROBLEM

SUNY Downstate did not have the resources or the time required to scan the millions of documents and records.

## SOLUTION

Kofax Ascent Capture Software

CASO helps SUNY Downstate convert over ten million images quickly, accurately and on-budget.

## BUSINESS PROBLEM

SUNY Downstate Medical Center understood the benefits of storing its documents in an electronic format. But it did not have the resources or the time required to scan the millions of documents in its Patient Records, Human Resources and Student Records departments. Downstate determined it would need to acquire numerous high speed scanners and a staff of dedicated resources if it were to accomplish this task on its own. Downstate decided to outsource this project and turned to CASO for help.

## SOLUTION

Downstate leveraged the New York State Industries for the Disabled (NYSID) preferred document scanning vendor status to create a contract that allows it to use Fedcap/CASO services to scan up to 20 million pages over five years. Fedcap is non-for-profit New York City-based organization that helps people with barriers to employment achieve independence and full participation in the economic mainstream. CASO Inc., founded in 1994, is a document management company that has helped companies like the American Stock Exchange and British Airways protect their documents and partners with Fedcap on document conversion projects.

As of June 2010, the Fedcap/CASO team has scanned ten million (+) Downstate pages using Kofax Ascent Capture Software. These pages are now securely stored and accessible inside the Downstate electronic content management solution - EMC's ApplicationXtender software.

4,500 boxes



taking up over  
7,400 square feet



**The Fedcap/CASO team has been exceptional. They completed the work faster and cheaper than we could have, and have always accommodated our needs. It is a pleasure working with them.**

-Richard Ajimati,  
Downstate manager

To process these documents the Fedcap/CASO team worked with Downstate's individual departments to customize the procedures so that their specific, unique needs were met. The majority of the processing has been completed at Downstate because certain documents are not permitted to leave the premises. In other cases the documents were transferred to the Fedcap office on 19th Street for processing because the Downstate department did not have enough office space for the processing team.

Fedcap/CASO provided flexibility in order to meet Downstate's requirements. At one point the team worked seven days a week so they could meet an additional requirement to process three million pages in three months before the fiscal year-end.

Downstate now has the ability to ensure that an additional ten million pages are within HIPPA and Freedom of Information Acts guidelines. The hospital has also reclaimed precious office space - the five million pages scanned equaled **4,500 boxes taking up over 7,400 square feet!** In space-limited Brooklyn, every additional square foot of space is needed to serve patients.

Richard Ajimati, the Downstate manager responsible for its Electronic Document Management project has noted, "The Fedcap/CASO team has been exceptional. They completed the work faster and cheaper than we could have, and have always accommodated our needs. It is a pleasure working with them."

#### **NEW YORKERS HELPING NEW YORKERS**

The Downstate Medical Center scanning project enabled Fedcap to employ eight individuals on a full time basis. This experience has not only provided a salary to these individuals, it has also increased their confidence and provided them with a sense of pride. As Rachel Antoine, a hearing impaired employee at Fedcap said, "My CASO/Fedcap experience is scanning documents. I have learned fast, figured out how to do things properly, and helped train my co-workers. This project has increased my self-confidence."

#### **LET CASO HELP YOU**

Healthcare organizations are in need of content management tools that either eliminate or reduce the burden of paper and paper processes. They need to make proactive and timely business decisions that affect the hospital and their patients every day. Improving business processes and streamlining operations to control costs are at the top of every hospital's priorities. Still, having the ability to empower managers and employees to provide the absolute best patient care is crucial. CASO's product offerings leverage the strength of our many partners and are designed to provide healthcare organizations with the content management tools to make decisive business decisions so patient care stays the focus. CASO helps senior healthcare management teams to innovate their business processes, maximize income, control expenses and offer the best patient care possible. Allow us to put our combined knowledge and experience to work for you.