

PICS' DocLib Document Management Application Leverages Dynamsoft SDK to Enable Simple Scanning for Enhanced Document Capture, Storage, Retrieval and Business Process Management

❖ SUMMARY

PICS™, based in New Jersey, provides a comprehensive document management application for customers. The DocLib™ browser-based application is used by customers to replace inefficient and costly paper-based processes. There's good reason for organizations to move away from paper-based processes. An estimated 18 minutes is the average search time for a paper document. Also, each misfiled document costs organizations an average of \$125 and, it's \$350 to \$700 for lost documents. U.S managers spend an average of four weeks yearly searching for or waiting on misfiled, mislabeled, untracked or "lost" papers.

PICS recently updated DocLib with a "Simple Scan" feature. To enable this feature, the company turned to Dynamsoft for an image capture SDK. The use of Dynamsoft's Dynamic Web TWAIN SDK helped PICS more rapidly develop the "Simple Scan" feature. This also kept development costs lower. Now, the DocLib "Simple Scan" feature is used by dozens of customers to quickly scan and capture documents for storage, retrieval or routing for workflow processes. Documents scanned include accounts payable vouchers, sales orders, inventory transactions and more. The feature helps DocLib users more quickly manage and process document management workflows.

❖ THE COMPANY

Founded in 1995, PICS is a consulting firm specializing in systems integration, web development and managed services with a focus on business systems and processes. The company provides a full range of expertise needed to direct and deliver successful enterprise solutions. These include strategic direction, business analysis, management, system design, application development and systems integration. As a result, PICS has developed comprehensive, proven methodologies, systems and applications for Fortune 1,000 clients in a wide range of industries. PICS consultants average more than a decade of experience with today's most relevant technologies. The company is headquartered in Mt. Holly, NJ and also has locations throughout the US.

<http://pics.com/>

❖ THE PROBLEM

The trend toward organizations digitizing their paper-based businesses continues. More and more, companies are realizing the inefficiencies and costly processes behind continuing to rely on paper-based documents. Productivity is often zapped by paper-based processes. Paper documents often lead to duplicated efforts or re-

creation of documents that can't be found. In addition, they require overloads in storage equipment and that also result in increased office space use. There are a plethora of productivity and financial reasons organizations continue to turn to electronic document management solutions.

One of PICS successes involves providing its customers with powerful and low-cost document management solutions. Its customers usually turn to the company to maximize their current resources toward improving operations and workflow. This allows business to streamline processes by upgrading systems with an electronic, workflow-enabled system. As a result, organizations can realize what they want from a document management solution – increased efficiency and productivity, cost savings, and the ability to focus on their business, rather than the software that's running it.

❁ THE SOLUTION

PICS developed its DocLib solution, a flexible browser-based document library and management application. It provides document filing and retrieval processes. It also allows the creation of structured approval processes. And, it automatically generates document transactions for customers, suppliers, and other stakeholders. These features and more vastly reduce manual intervention and ultimately lowers operating costs for customers.

Many customers turn to PICS for its comprehensive DocLib enterprise-wide document management solution. Since its initial launch in 2001, DocLib has become a robust, secure database repository and workflow module to control business processes enterprise-wide. As more and more organizations look to turn their inefficient paper-based operations to efficient digitized document management, DocLib has grown in popularity. DocLib fully integrates its powerful management tools seamlessly into a company's operations.

Using DocLib's data capture functionality, users are easily able to scan forms, documents and data to perform one or more transactions. The scanned image is then analyzed and validated, and key data is pulled from the document - for example, by item code, quantity, dates, lot and serial numbers. DocLib also allows users to "check-out" documents, ensuring that changes made in the updating process will not be overwritten and lost. Users are able to continually perform searches and functions to locate and use stored DocLib documents. A workflow module also lets users create a document routing process that is integrated with email. It will electronically direct documents (or packets of documents) through a structured approval process. This includes accounts payable vouchers, sales orders, inventory transactions and others from scanned images of paper documents. It's a complete document management and document workflow solution.

Upon completing a scan of a document, DocLib will query the user's business system to obtain all required index fields for the document. For example, if a user scans a supplier invoice, they will enter the invoice number. DocLib can then query the user's business system and obtain a PO number, invoice date, supplier name, etc. Once the document is scanned and indexed, it can then either be stored in the DocLib database or routed through DocLib's workflow/BPM module.

The latest version of DocLib has been enabled with a “Simple Scan” capability. In just two clicks from the DocLib interface, users can scan and capture documents within DocLib. To help enable this new feature, PICS turned to Dynamsoft. Dynamsoft provides image capture software development kits (SDK). These SDKs enable more rapid development and deployment of applications requiring customizable image capturing.

Dynamsoft’s Dynamic Web TWAIN SDK

The SDK provides a TWAIN interface that allows developers to write just a couple of lines of code in JavaScript. This is instead of taking months to learn the TWAIN standard and then develop an application with hundreds to thousands of lines of code. So, PICS was able to significantly reduce development costs and time for DocLib. In turn, this keeps the cost of DocLib lower for customers. Also, the Dynamic Web TWAIN SDK is optimized for web applications. Since the DocLib application is used in a browser, the SDK made things even easier. The SDK comes with built-in key features for scanning, uploading, editing, and document management within web browsers. Dynamic Web TWAIN has built-in support for local image editing and saving options to a variety of formats. Documents can be saved to local or remote databases or other repositories. The SDK supports 32-bit / 64-bit Internet Explorer® (IE), Firefox®, Chrome™, Safari and Opera™ browsers on Windows and Mac OS X®. The latest version of the SDK provides native scanning support in Mac OS X, removing the need to install a driver for use.

Dynamic Web TWAIN also features Sandbox security. This ensures browser-based image scanning applications are securely separated from imaging devices. It also ensures hassle-free communication with TWAIN-compliant devices. Supported devices include TWAIN-compatible scanners, digital cameras or capture cards.

Updated DocLib Application

PICS’ sales and development staffs were involved with the selection, development and deployment of the latest DocLib version. The DocLib application is written in Progress OpenEdge (WebSpeed). Dynamsoft’s Dynamic Web TWAIN SDK was the sole add-in software for the application to enable the “Simple Scan” module. There was just a little bit of JavaScript programming necessary to use the SDK. While the use of JavaScript was not deeply familiar to the PICS staff, examples provided by Dynamsoft and the API guide helped. PICS was quickly able to get “Simple Scan” to work reliably in Internet Explorer (ASP) and plugin browsers (Firefox, Chrome, etc.). The provided examples and API guide actually helped beyond expectations. PICS was able to add additional functions to make the application more robust (detecting blank pages, splitting scans into multiple documents, etc.).

Now, “Simple Scan” enables users to scan documents from their desktops through TWAIN-based scanners or a network scanner. Today, typical customers use it to scan supplier invoices, packing lists, and other related

documents. To use it, from the main DocLib screen, users click the “import” tab. From there, they can easily initiate a scan or click “select files” for additional processing features.

DocLib is licensed per module. Current enterprise customers have multiple users per license and DocLib is not licensed per user. PICS also provides many customers with DocLib in a Software-as-a-Service (SaaS) version. There are plans to expand on the feature set of DocLib. This includes adding OCR capabilities to “Simple Scan” and support for mobile device image capturing.

<http://www.doclib.net/>

🔗 THE BENEFITS

According to research by Paperless Project, a typical employee spends 30-40 percent of their time looking for information locked in email, documents, shard hard disks and filing cabinets. They also point out that 18 minutes is the average search time for a document. Also, each misfiled document costs organizations an average of \$125 and, it’s \$350 to \$700 for lost documents. U.S managers spend an average of four weeks yearly searching for or waiting on misfiled, mislabeled, untracked or “lost” papers.

What’s likely more alarming than these figures? A recent PriceWaterhouseCoopers study revealed “most businesses do not have a backup for their paper-based documents, and would be out of business in the event of a natural or other disaster.” The real and potential losses in productivity and money from paper-based processes only underscore the benefits of document management applications.

First, electronic document management eliminates several inefficient processes and the costly use of space and storage equipment, from couriers to cabinets. It can provide disaster recovery to assure businesses their document resources remain intact regardless of any disaster. It streamlines workflows, from more easily finding documents to sharing them with relevant parties. The benefits are both measurable and immeasurable.

DocLib provides its users with a simple, low cost way to realize these benefits. It starts with a simple way to scan documents into either the DocLib database or in DocLib’s workflow/BPM module for routing to other parties. Customers are also provided with an option for a high-end OCR scanning solution ideal for mass document



Richard Rosenthal

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*Richard Rosenthal
Co-Founder, PICS*

management. For most users, DocLib is both low cost and powerful enough for their needs to manage one or a few documents at a time.

Today, the DocLib solution is used by dozens of organizations to realize the benefits of document management. This includes savings from removing paper-based processes, enhanced productivity, greater collaboration, and more.

QUOTE

“To date we have been happy with our partnership with Dynamsoft,” said Richard Rosenthal, co-founder of PICS. “The SDK is an invaluable part of the ‘Simple Scan’ feature we designed into DocLib and that is widely used and relied upon by our customers.”