



The 59 Second Decision



'Reliable scanners are vital to our operation': Gert van Elst, Stater Team Leader

When it came to the big decision it took Gert van Elst less than a minute to decide which new scanners he should buy.

Although the document management team leader at Stater, a leading international mortgage service provider, had spent weeks scouring the market and checking out features and benefits of competitive machines... in the end it all came down to a vital 59 seconds.

That's the time Van Elst realised he could save his company with every single mortgage dossier his team scanned using Kodak i640 scanners.

He explains: "Stater is an end to end service organisation for the European mortgage market. Every week we scan in excess of 250,000 pages that are filed in digital dossiers with the help of Hyarchis.Net – the Microsoft.Net based document and workflow management system for changing and managing documents in all formats. The approval process for every single mortgage requires between ten and fifteen documents – with a combined total of around 100 pages. It is absolutely essential that we use reliable scanners that provide us with a 100% accurate scanning process."

He adds: "Time is vital to our operation. Obviously faster processing saves us both time and money. The average dossier scanning time with our old scanners was 2.73 minutes. Now we are using three new Kodak i640 machines and the average processing time has been reduced to 2.14 minutes – that's a vital 59 seconds for every dossier.

It's all about producing optimal results with as few people as possible."

The Stater i640s have a punishing workload and are in constant use.

Stater staff man the scanners in rotating shifts and fulfil all preparatory procedures such as staple removal, unfolding and straightening paper and barcode scanning.

The i640's ultrasonic detection capability ensures that each sheet of paper is 'picked' separately to ensure no pages are missed from the digital dossiers.

Various paper sizes can be scanned without the need for sorting and different surface textures are handled seamlessly.

Says Van Elst: "I looked at capacity, level of maintenance and speed before making the decision. And alongside reliability it was crucial that the new machines were accepted by the staff using them. Our people sit next to scanners all day long and it is important that they work with an acceptable level of noise. Loud beeps can be extremely annoying. The Kodak i640s scored very well on noise levels."



Stater employs over 600 people and has offices in Amersfoort and Leusden in The Netherlands and further branches in, Bonn and Brussels. The company was originally formed in 1997 as an independent service provider in the mortgage market and was formerly part of Bouwfonds Hypotheken.



Hyarchis.Net is Microsoft.Net based Enterprise Content Management software developed by VDD IQware.

Source: Kodak Insight newsletter