



Client Profile: A local office which serves as the centralized records facility for a large insurance holding company.

Application: For security purposes and to control space requirements, this office microfils incoming documents and had responded to email requests for files using a microfilm reader-printer to produce copies. The paper prints were then forwarded to the requester via a fax machine.

Problem: The parent company was growing rapidly through a succession of acquisitions. When a new company was acquired, all of their paper records, film files, and equipment were sent to the central records facility. Some of the film was of poor quality and much of the equipment arrived in poor repair or in non-working condition. As new companies were acquired, the number of daily requests for copies had greatly increased. The records department is understaffed, and they did not have enough properly working equipment to keep pace with the increased volume of requests. MICROTEK was called in to discuss the cost of replacing the older models reader-printers with newer ones.

Solution: Instead, MICROTEK arranged to trade out the existing reader-printers and suggested replacing them with film *scanners*. MICROTEK also configured software to allow the client to attach the requested image from the attached computer monitor screen directly to the original email request. The image is now delivered electronically by simply pressing the "send" key. Corporate management has expressed its recognition and approval for the faster responses and cost-savings which the department achieved.