

Cave Tab brings back-scanning to the Electronic Riviera



Torbay Council's revenues and benefits department had a high quantity of paper filing and was in need of a more efficient method of managing that information. Under the circumstances, and given the recent directive to local authorities regarding e-government, there was only one thing they could do.....

leaving a legacy

The Revenues and Benefits department of Torbay Council had made a strategic decision to move to an Electronic Case Management environment and had engaged Comino plc as their software partner for this major exercise. This was to include electronic document management as an intrinsic element.

From implementation going forward, documents created within the department would be automatically saved into the Comino system and incoming paper documents would be scanned using desktop scanners, indexed and thus captured into the system to complete the electronic record. The problem lay with the legacy paper records contained in 15,000 folders held by the department, which needed to be converted to electronic images and passed into the main Comino software in order for the system to be complete.

This major scanning and indexing task could not be done using low-volume desktop scanners, so Cave Tab were asked to look at the situation and make recommendations.



tailor-made solution measures up

The folders were property based and held the details of the current tenant, which needed to be scanned, and also the details of past tenants, which could remain on paper, thus saving scanning costs.

Furthermore, the department held approximately 3,000 old files, which occupied a complete filing room.

The department's team and Cave Tab specialists worked on tailoring a solution to exactly meet the Council's requirements. The current tenants documents averaged about 50 pages in each folder, making an approximate total of 750,000 pages to be scanned. these consisted of a multiple page application in booklet form, together with associated documents, some

single sided, some double sided.

Cave Tab devised a system using barcoded separator sheets, which Council staff placed between each set of documents as they were extracted from the folders prior to being placed in archive transit boxes provided by Cave Tab. Meanwhile, the Cave Tab team had set up a database of the full index information



scanning to schedule

The records to be scanned were uplifted by Cave Tab in six batches so that the Benefits Team were never without more than a sixth of their very active records.

The records were processed in Cave Tab's Northampton Bureau and the images returned on CD ROM in accordance with a tight production schedule set by the Council.

tracking the long-term benefits

Cave Tab provided two sets of CD's per batch, one of just images for eventual upload to the Comino system when it went live, and the other set with Alchemy Search so that the Benefits Team could view images in the interim period. Cave Tab also provided several client access licences for this purpose. The scanned paper records were to be stored by Cave Tab for three months and then securely destroyed.

Cave Tab has also provided long-term storage for the very old records in it's Northampton warehouse, thus freeing up much space for the Council.

"the Benefits Team were never without more than a sixth of their records"

These records are contained in Cave Tab's archive boxes, barcoded and managed by our FileTrail tracking system, enabling a full retrieval-on-demand service to be offered to Torbay Council

Records Management Solutions

Cave Tab are Records Management specialists covering all aspects with a wide portfolio of products and services from conventional hard copy filing systems to the latest EDMS software. Our wide ranging experience in all areas of Records Management make us ideally suited to advise on and implement corporate-wide change.

From the initial application design through to structured implementation and ongoing comprehensive support, Cave Tab are committed to supplying systems that improve your success.

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