

CAPITA

TOTAL DOCUMENT SOLUTIONS

Capita Total Document Solutions provides solutions to enable clients to manage the full document lifecycle from scanning, intelligent data capture and electronic document management through to workflow systems and hosting services. Employing over 36,000, it is one of the UK's largest outsourcing organisations working with the private and public sector, central and local government, the National Health Service and financial institutions.



DRS Data Services Limited
1 Danbury Court, Linford Wood
Milton Keynes, MK14 6LR

☎ +44 (0)1908 666088
 ☎ +44 (0)1908 607668
 ✉ enquiries@drs.co.uk
 🌐 www.drs.co.uk

Delays and Inaccurate Data

Capita TDS has four scanning bureaus and storage facilities across the UK with more than 3 million documents requiring data capture and processing every month. Previously, all paper-based documents were being processed manually which caused problems with unreliable inaccurate data with files being misplaced or lost. Capita TDS needed a solution that would end the frustrations and inefficiencies that paper-based systems bring.

The Solution

DocXP[®] is DRS' document capture, classification, data capture, storage and retrieval system that allows documents to be scanned and electronically filed with all the data accessible online and instantly available. By converting paper files to electronic files, significant benefits are being passed on to Capita TDS customers.

Implementation

Capita TDS moved to electronic document management technology with DocXP[®] and found the process straightforward with no delays, staff with little knowledge of the system have found DocXP[®] easy to use. DRS continue to bring work solutions to their partnership with Capita TDS based on changing requirements.

ROI within 18 Months

DocXP[®] cutting edge scanning technology streamlined and improved the entire process without compromise to quality and brought Capita TDS a return on investment within 18 months. DRS has provided a modern, efficient service delivering higher business efficiency, providing more secure data storage and saving time and space. Benefits also include ongoing secure storage of data, comprehensive data management, lower cost of management and no reliance on unreliable and antiquated microfilm equipment.

What the Future Holds

DRS and Capita TDS have a trusted partnership in place and will implement DocXP[®] across their network to provide any support where necessary.

"At Capita Total Document Solutions we are committed to delivering the highest possible level of service to our clients. It is vital that we choose solutions and suppliers who will play a key role in helping us achieve the challenging goals we set ourselves. Our longstanding partnership with DRS and DocXP is testament to this ethos".

Anthony Lamb, Operations Manager,
 Capita TDS