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Financial Services

Kodak Scanners and IDT Help Aon Double Their Document Scanning Speed

Approximately 170,000 retirees of global companies such as AT&T, Lucent Technologies, and W.R. Grace & Company rely on Aon Corporation in Rolling Meadows, Illinois, for pension calculations and administration. To help ensure accuracy and efficiency, Aon's Pension Service Center electronically captures every document associated with each retiree's pension, resulting in a daily volume of 5,000 to 8,000 pages to be scanned. Since the Pension Service Center moved to electronic document management more than five years ago, it has scanned well over five million documents.

To capture the images, the Pension Service Center was using a competitor's production scanner. The Center found, however, that the scanner captured documents at a lower-than-promised rate of under 25 pages per minute and that its sheet-feeder transport was unreliable. "Our benefits representatives need access to pension information immediately after scanning," said Nancy Reach, manager of support services at Aon. "We also manage special projects for our customers, requiring thousands of letters to be scanned, sometimes up to 150,000 letters. We need the speed."

During an industry summit, Reach watched a demonstration of the Kodak Digital Science Scanner 3500, Kodak Document Imaging's popular mid-volume scanner. The Scanner 3500 was more than twice as fast as the competitor's scanner that Aon was using and was less bulky. When Reach had the opportunity to purchase a new scanner for her department, she turned to the Scanner 3500 with the help of Integrated Document Technologies Inc. (IDT), a provider of enterprise content management solutions based in Itasca, Illinois.

Aon managers witnessed Kodak Document Imaging's popular mid-volume scanner, the Kodak Digital Science™ Scanner 3500, in action at an industry summit. Impressed by competitive advantages such as speed and a smaller footprint, Aon has turned to the Scanner 3500, and now to its even faster sibling, the Kodak Digital Science Scanner 3510, to meet its imaging needs.

"Because of the Scanner 3500's speed, documents are quickly available to our benefits representatives... (who) need access to pension information immediately after scanning. We need the speed."

- Nancy Reach
Support Services
Manager
Aon Corporation

IDT President Paul Szemplinski had faith in the Scanner 3500's ability to handle the Aon application because of Kodak's legacy of producing high quality products backed by its award-winning worldwide service organization. Szemplinski was concerned whether IDT's MagnumSCAN Pro™ scanning software would easily integrate with Kodak's mid-volume scanner. However, easy setup at the Aon Pension Service Center alleviated any software integration concerns. "In less than a day, we installed the scanner, configured the hardware and it was up and running," Szemplinski said.

Products highlighted
in this application:

Kodak Digital
Science Scanner
3500

Kodak Digital
Science Scanner
3510

Kodak Care Kits
(1-year, 2-year, &
3-year extended
warranties)

Using the interactive, video-based User Guide CD that comes with the Kodak scanner, Aon needed very little time to learn how to operate and maintain the unit. Since it was installed, Aon has been running the Scanner 3500 at 50 to 60 pages per minute. "Because of the scanner's speed, documents are quickly available to our benefits representatives," Reach said.

Aon has the Kodak Care Kit three-year extended warranty backing up its Scanner 3500 but hasn't had the need to use it. "The Kodak Care Kit supports the Total Customer Satisfaction Guarantee Program," Reach said. "We haven't needed to call for service and have had to change the lamp only once."

The Pension Service Center's success with the Scanner 3500 is leading it to embrace the rest of Kodak's mid-volume scanner family. Aon recently purchased the Kodak Digital Science Scanner 3510, which offers enhanced feeder and output capacities and scans up to 85 pages per minute for landscape, same-size documents. And Aon is considering adding color document scanning to its operation with the newest member of the Scanner 3000 Series, the Kodak Digital Science Color Scanner 3590C.

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IDT, Inc. (www.idt-inc.com) helps mid-market firms achieve maximum efficiency through document imaging, workflow automation, ERP, CRM and line-of-business solutions. From pre-engineered IDT Pilot Packs™ that ensure quick return-on-investment, to phased and flexible integration of industry leading software applications, IDT places the power of scalable systems at the client's fingertips. Since 1992, IDT has provided a single-source knowledge base for system design, integration, customization and long-term support.