



Customer Story:

The city of Akaa enhances work with paperless office

Smooth document management between different locations

“Brother’s devices are very easy to use, especially when customised for our own needs. “

IT Manager Asko Mäkinen, the City of Akaa, Finland

Electronic sharing of information enhances work

Scanning documents is a very important support function for the city of Akaa. Sharing information between multiple departments may even be a critical issue of patient safety.

- In dental care, patients often bring health-related documents and they are scanned to our medical record. Electronic distribution of patient documents makes the cooperation of four dental clinics smooth, says Mäkinen and continues:
- By request, we also scan the city’s print archives such as blueprints and documents of the city’s real estate for building supervision purposes.

Akaa in brief

The city of Akaa has 17,000 citizens and it’s located in the Pirkanmaa region in Finland. The city has approximately 1000 employees. In IT-related issues, Akaa relies on partnerships with the neighbouring city of Valkeakoski and commercial service providers. In scanning, Akaa trusts Brother’s service solution.

Challenge

Independence from paper documents
Smooth sharing of information between several offices requires efficiency in handling printed documents.

Solution

Brother assessed the specific need for city of Akaa and found the solution that were most suitable for the tasks that needed to be solved. Hereby, a customised scanning solution was made including the Brother ADS-2800W and pre-configured document handling workflow. The solution includes scanners, installation, service (on-site SWAP-service and Custom UI integration), workflow optimisation, and unlimited technical support.

Benefits

Significant streamlining of information between different locations. The scanning solution is a necessary step towards a paperless office and downsizing the workload in document archiving.



Automated workflows make work easy

At the beginning of the project, Brother analysed the customer's current situation, development needs and future goals.

At the same time, Brothers' experts gathered information about existing document management systems, devices, and methods regarding how paper documents are handled.

The scanners that the city of Akaa now uses are customised so that only the necessary scan buttons are visible. Automated workflows that make work simpler and reduce the risk of error are found behind the buttons.

Documents are scanned directly into the right folder on a network disk and will not be lost due to an error made by user scanning in the wrong storage location.

Guarantee for uninterrupted work

Brother has brought an effective swap service to the market, which shortens the downtime of the customer's scanning function significantly. The goal is to minimise the customer's time and effort spent on repairs and maintenance. Brother's free phone support is also provided to the customer without restriction.

The customer can be carefree, and for the fixed monthly fee, the equipment can be used without limitation, nor the fear of unexpected extra costs. Furthermore, installation, user guidance, and device warranty (replace a device in case of breakage with no extra cost) is an integral part of Brother's scanning solution.



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