



TCM Unify[®]

Repurposed Hardware Customer Success Story

- ➔ **Solution Design For:**
A Fortune 500 specialty retailer company that processes all payment types for their own issued credit card.

- ➔ **Critical Issue:**
Prospect client wanted to utilize previously procured document capture devices, even those not running ImageScan capture software.

- ➔ **Business Rationale:**

Eliminate Costly Maintenance Contracts	Leverage Previously Procured Hardware
Eliminate Need for Check Sorters	Reduction of Physical Touches
Increase Service Quality	Standardization of Capture Process

- ➔ **Client Capability Request:**
The ability to utilize any document capture device, regardless of previous ImageScan certifications.

- ➔ **ImageScan Provided:**
ImageScan provided the capability to acquire and normalize any image and its associated data to be utilized within *TCM Unify[®]* and any of its compatible value layers. Once a batch of work is captured and closed on the capture device in question, the images and any associated data files are written to a “shared” location within the network. This shared location is continuously polled by *TCM Unify[®]*, acquiring work at the time it becomes available. The file(s) are ingested into *TCM Unify[®]* and made available to any optional value layer workflows. An electronic file balancing routine was established to ensure all of the batches written to the location are also ingested into *TCM Unify[®]*.

- ➔ **Client Results:**
As a result of this capability, capture devices utilized are at the discretion of the corporation not dictated by the software. This dramatically lowered the initial capital investment necessary to implement this new system, as well as lowering the total cost of ownership due to the re-purposing of existing depreciating equipment. This enabled this organization to have unrestricted use of any document capture devices, allowing for disparate locations with lower to mid range volumes the capability of using shared and/or multi functional devices. This effectively scaled the usability of this new application to the smallest of areas up to the largest departments in this organization.