



CASE STUDY: MUSKOGEE PUBLIC SCHOOLS

MPS turns to Panasonic to meet high-volume scanning needs

Challenge

As a school system that scans 13,000 pages a day across the district, the staff noticed their existing document scanners weren't meeting their needs, often failing during jobs, double-feeding paper without warning or being unable to scan thicker pieces of paper. To avoid these issues, employees were scanning 600-700 page documents with small scanners, feeding each page manually and at times removing notes to avoid a jam. Administrators knew they needed to upgrade the equipment so they could operate quickly, efficiently and without issue.

Solution

When the team at ImageNet Consulting heard about Muskogee Public Schools' scanner issues, they turned to Panasonic for guidance and determined that the KV-S1057C-MKII made the most sense for the document scanning needs of the school system. After installing the model in the central office for a demo, MPS employees immediately noticed the scanners high-performance capabilities and knew they had found their solution.

Result

Since deploying the three Panasonic scanners, MPS staffers have become accustomed to the increased scanning speeds and as a result, their improved productivity. Not only do the scanners work quickly, they accommodate documents of all materials and sizes, and are interactive and adaptable for even the most unique jobs. Panasonic's support, on top of it all, has been reliable and readily available.

Across 16 sites, Muskogee Public Schools (MPS) employs approximately 720 administrators, teachers and staff, and educates thousands of local children. With such a high volume of students and personnel, mass amounts of paperwork flow through the school's offices. Within the school system, scanners are routinely used to digitize all existing business and educational paper files, including HR files, student education files and financial records, which can come in a variety of shapes, sizes and materials. Using document scanners and a universal enterprise content management system has kept the school system organized by building document repositories and workflows for administrators while securely maintaining confidential information. But in recent years, the staff felt the scanners they were using weren't meeting their needs, often failing, double-feeding paper without warning or being unable to scan thicker pieces of paper. To avoid these issues, employees were scanning 600-700 page documents with small scanners, feeding each page manually and at times removing notes to avoid a jam.

After integrating the KV-S1057C-MKII scanners into their school system, the staff at Muskogee Public Schools felt

the scanner was initially working too fast when compared to their old scanning system. Working with the school, Panasonic adjusted the scan speeds allowing for a customized scanning workflow. Through continued use, MPS realized the Panasonic KV-S1057C-MKII scanner was the right model for their needs. Fast, efficient and reliable, Muskogee Public Schools now utilize three Panasonic KV-S1057C-MKII scanners at the school system's Help Desk and within its accounts payable department.

Now, less time is spent scanning, which has made the digitization of over 7.6 TB of documents easier than ever and less time-consuming. Pam Coleman, Help Desk Staffer at MPS, notes, "We didn't realize how slow our previous scanners were until we tried Panasonic. Now, we scan documents so fast without having to worry about jams or problems."

For MPS, many documents are comprised of hundreds of pages and made of a variety of materials from cardstock to very thin onion skin paper. Older files are often frayed, torn or stiff, which caused the schools' previous scanners to jam and would interrupt scanning of large files. Some documents, particularly student or HR files, include sticky notes containing important information, which could not be scanned with the previous equipment in use. Now, with the Panasonic KV-S1057C-MKII, these notes do not need to be removed and can remain in place throughout the document scanning process.

"When ImageNet Consulting came to me to inquire about the best model for this job, after assessing their requirements, I determined the solution was the KV-S1057C-MKII, due to its immense scanning capacities and speed," said Ross Douglas, Partner Sales Manager, Panasonic. "For an organization that is as document-based as Muskogee Public Schools, a business-grade, easy-to-use, reliable scanner was the right tool for the job."

Muskogee Public School employees were also impressed with the scanner's compact size and ease of use compared to the large, bulky scanners they had been using previously. Taking up floor space, and often not working properly, previous models would occupy valued and needed space in MPS' already crowded offices. The small footprint of the KV-S1057C-MKII was a welcomed change, making for a more comfortable office setting in which workers could simply place the scanner on their desks for easy use when scanning throughout the day.



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What truly made the difference for the Muskogee Public School System is the reliability and support of Panasonic. Since integrating the KV-S1057C-MKII scanners into their daily routine, Panasonic has provided immediate support and unparalleled service. Within a day and a half of contacting the team for a repair, the new scanner which Panasonic had next-day shipped had arrived and was installed, with minimal downtime. Taylor Hackett, Enterprise Account Executive with ImageNet Consulting, was the first to recommend Panasonic for the job and cites the company's impressive track record with repairs. "Reliability has been a major factor in increased productivity for the school system. Those using the scanners know that Panasonic provides a rock-solid product with A+ support."