

Panasonic Scanners

case study | transportation

➤ **KV-S3065CL**
➤ **KV-S2026C**



Globally Networked Panasonic Scanners Keep Transportation Giant's Records Truckin'

Company:

Con-way, Incorporated

Scope:

Con-way, Inc. a \$5.0 -billion freight transportation, warehousing and supply-chain management powerhouse, depends on a network of approximately 100 Panasonic scanners to rapidly and accurately capture hundreds of thousands of documents generated each day by the company's freight and logistics operations in North America and around the world.

Its freight transportation operations encompass the United States, from Fargo, North Dakota to Laredo, Texas, to Newark, New Jersey and Los Angeles, California, while its logistics division spans some 20 countries globally, from Biatorbagy, Hungary to Santiago, Chile to Selangor, Malaysia. Scanned documents are automatically routed to the company's central document repository in Portland, Oregon where the documents become immediately available to tens of thousands of employees, customers, and hundreds of business systems.

Con-way has been doing volume document scanning for close to 20 years, noted Document Management and Enterprise Transmissions Services Manager John Reich. The company standardized on **Panasonic's high-speed KV-S3065CL** and **workgroup KV-S2026C** full-color duplex scanners three years ago because their precision document feeders "produce consistent top-quality images without needing constant attention from a highly trained operator. We looked at a substantial number of competing products and the Panasonic line, in addition to its superior output quality, was also the clear winner in terms of hardware and software support," Reich said.

The most common of the documents scanned daily at Con-way locations in North and South America, Europe

and Asia, are payroll time sheets, bills of lading, vendor invoices, equipment service records, and customs documents - documents critical to Con-way's business and customers.

Overall User Impression:

"One of the primary reasons we went with Panasonic was because their scanners output some of the best images produced and we needed high quality images to begin using character recognition on the 5,000 hand-printed payroll forms pouring into our offices every day," Reich noted. "The Panasonic scanners produce thousands of color images of consistent quality daily using paper feed mechanisms that rarely mis-feed or misalign documents, allowing us to extract highly accurate information from the hand-printed payforms using Pegasus Imaging's Smartscan Xpress software."

Other plus factors in Panasonic's favor, Reich says, include both scanner models' ability to seamlessly handle a large variety of paper sizes (including forms smaller than four by five inches), weights and colors without human intervention or workflow slowdowns. Their solid reliability also was particularly important, considering that in some areas of the world it could take several days or weeks for trained service personnel to reach a site for a service call.

Conclusion:

Reich added that the Panasonic scanners, most of which have now processed three to four million documents, provide worry-free performance and continue to operate with few breakdowns or work stoppages except for annual scheduled maintenance.