



# Drivers for Digitization

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# What is document imaging?

"Imaging allows organizations to capture paper-based information and convert it to electronic images that are stored in a computer electronically."



<sup>1</sup> Source : AIIM - The Global Community of Information Professionals

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## Digitization – the big picture







# **Drivers to Digitize**

Our clients were driven to digitize due to:

- Making their office space more productive by tackling paper storage and handling costs;
- Improving collaboration and better decision-making by improving access to information assets;
- 3. Enhancing client satisfaction by speeding call centre access to comprehensive information;
- Improving program administration by modernizing Government of Canada processing;
- Enabling long term preservation and supporting Open Government.







# Background

- Since 1976, Cheque Redemption Control Directorate (CRCD) manages payment reconciliation and provides investigative and custodial services for federal government payments (Receiver General)
- Located in Matane, Québec
- CRCD integrated document imaging into processes for the Receiver General for Canada in 2001
- CRCD began delivering document imaging solutions to federal departments and agencies in 2002-2003
- CRCD scanning facilities are located in Matane (Quebec) and Winnipeg (Manitoba).
- CRCD Document Imaging Solution Center also has a small team in Gatineau (Quebec)



Matane





## Document Imaging services

### **Document Imaging Services**

- Provides quality and efficient document imaging and data capture offerings as a cost-recovery service to federal organizations, leveraging internal and privatesector solutions (Enterprise Solution).
- The service consist of image processing, indexing and secure archiving of electronic records (Protected B, Secret)
- Support Government modernization and process automation

#### **Key Drivers**

- Clients service
- Technology
- Efficiency, focus on lean processes
- Quality: ISO 9001:2015, CGSB Compliance (preuve documentaire)
- Innovation

### Who do we support

- Transport Canada
- Veterans Affairs Canada
- Employment and Social Development Canada
- National Defence
- Environment & Climate Change Canada
- Public Services and Procurement Canada / PSPC
  - Pay Centre
  - Pension Center
  - Industrial Security Sector



## Our services

- Front and back-end processing expertise including mailroom processing, image and data capture and document storage and destruction in a controlled and secure environment.
- Capability to digitize many types of records, from archival paper manuscripts to current business documents.
- Capacity to process small to extremely large volumes of documents.
- Staff and facility that meet all Government of Canada security requirements for documents from Unclassified to Secret.
- Certified ISO 9001-2015 quality management.
- Standard pricing model including per image pricing compliant with TBS cost recovery model.
- Delivery options including in house or contracted services.





## **Success stories**

- Public Services and Procurement Canada (PSPC)- Pension Center
  - Motivated by the move to a new location to reduce space requirements;
  - Long term preservation for Asset Management records.
- Veterans Affairs Canada (VAC) and Immigration, Refugees and Citizenship Canada (IRCC)
  - Integrated imaging into program administration for immigration applications;
  - Improved service delivery and meet long term preservation requirements.





	Client value proposition		Example DISC Clients		Possible PSPC Opportunities
•	Canadian General Standards Board (CGSB) compliance for digital documents	•	PSPC – Government Pension Centre since 2010	•	Branches with records related to litigation
•	Improved citizen service levels and decision-making	•	Veterans Affairs  Client Mailroom Centre since 2011	•	Branches with mailroom functions
•	Reduction in paper storage and management costs	•	Department of National Defense  – HR files since 2012	•	Branches with active file holdings
•	Multiple document sources/input merged into a single digital workflow	•	Canada Post Corporation Review – national consultations 2017	•	Branches in receipt of material from various sources
•	Enabling workload balancing across multiple locations, possibilities of parallel processing and a national service standard	•	Immigration Refugee Board – all refugee referrals – initiated 2018	•	Branches with national processing requirements





## Where to reach us?

#### Website:

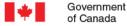
www.canada.ca/imaging

#### E-mail:

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# **Document Imaging Services Video**





# **Thank You**



