

CASE STUDY

TAURANGA CITY COUNCIL: SCANNING & DIGITISATION

Tauranga City Council performed an audit of the scanned results and found a **100% true and accurate** representation of the original documents, in the data delivered by TIMG.

COMPANY:

Tauranga City Council is the Local Government authority representing the 160,000 people of Tauranga, New Zealand. Operating since 1888, they have overseen the social, economic and cultural well-being of the city for over a century, and in doing so have accumulated a large quantity of historical and current government documentation in traditional physical paper format.

THE CHALLENGE:

Over time, the Council had found itself with a large store of important physical documentation, namely Resource Consent files. Due to the volume and significance of said documents, they were being stored in TIMG's high-security warehouse facilities. This arrangement ensured that the security compliance levels required of government files was being met, but when the Council wanted to access the archived information, they were having to retrieve the boxes from storage

and then scan the documents so that the data could be easily shared amongst team members. This often meant reasonable delays ensued, along with a risk of not meeting required deadlines for the provision of information. The Council needed to have the data digitised and readily available in their systems but had neither the time nor the resource to accomplish this.

In looking for a solution to the problem, the Council's requirements were for "a trusted organisation that scans at a high level of accuracy as well as meets the digitisation needs for local government and archives". It was TIMG that they turned to.

Why did you choose
TIMG's services?
**"Easy - We trust
them"**



Tauranga City

TIMG case study for:

TAURANGA CITY COUNCIL



THE SOLUTION:

Leading the digitisation project was Tauranga City Council's Enterprise Information Manager - Donna Officer, who has had a relationship with TIMG for several years. As she had done many times before when the Council was facing information management challenges, Donna approached TIMG's Account Manager - Rob Herriott. Donna stated that it was ultimately her trust in Rob and therefore TIMG that made the choice to digitise files with TIMG an easy one. Armed with the knowledge that TIMG's scanning services have a high level of accuracy and also meet the security compliance standards required for government documentation [performed in line with Public Records Act requirements and the S5 Digitisation Standard], the Council happily left the task in TIMG's capable hands, so that they could focus on other priority project work.



"By having TIMG undertake this piece of work for us... it meant that we could get on with other priority work and know that this project was in hands we could trust"

TIMG's Digital Transformation service involves the scanning of physical files to digital format and the subsequent provision of that data in an electronic format. Options exist post-scanning, to have the physical files either destroyed in our secure destruction facilities, returned to the customer by way of our high-security vehicles, or securely stored in our purpose-built records management facilities to be easily retrieved later if ever required.

THE PROCESS AND RESULT:

TIMG and Council representatives worked together on a pilot to test the digitisation process and to ensure that expected outputs would be met. Once the pilot was completed successfully, the remainder of the scanning was undertaken immediately. The relevant files were simply retrieved from TIMG's secure records management facilities and lodged again once the work was complete. The files did not need to leave our premises for the service to be performed.

The documents were processed to allow Optical Character Recognition. This process recognises the individual characters within the document thereby creating completely digital as well as searchable data. This hugely increases efficiency as a team member can perform a search for the information within the

digitised documentation allowing the Optical Character Recognition [OCR] technology to seek out specific words or terms found in the formerly physical paper-based document.

Once the scanning of the Resource Consent files was complete, the digitised data was delivered to the Council on a secure, encrypted USB, which was then uploaded to the Council's systems. This ensures the data is now readily accessible to all relevant Council team members at any point in time. The Council also has the option in future to store and access their electronic data via TIMG's digital hosting platforms if they so wish.

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Donna summarised the project in the following statement: "We use TIMG for all of our offsite storage and have used them in the past for project work too. I highly recommend TIMG and will continue to use them as they are easy to deal with, quick, efficient and communication is key. They meet all our requirements. I highly recommend TIMG and will continue to use them."

Talk to us to learn how TIMG understands and addresses your unique needs

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