



PANASONIC KV-S1027C SCANNERS

Streamlining Operations
While Saving Time and Money
In Hospitality Industry.



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CHALLENGE

A challenge for digitally transitioning back office document processing that addresses the daily demands of Comfort Inn's guests became the center of IT management's focus.

SOLUTION

Panasonic's KV-S1027C 90ipm work group scanner with the ability to handle high-speed scanning of mixed documents ranging from extremely thin paper to passports.

RESULT

Since starting the scanning of receipts and various guest documents savings are being realized of at least five to upwards of 15 minutes every time users have to find a specific item. They just type in a document title or keyword and the scanner's OCR technology allows users to search and display scanned documents almost instantaneously.

Case Study: Comfort Inn and Suites, Fortuna, California

By any standards Comfort Inn is a mega-giant in the hospitality industry, accounting for one-third of the properties in Choice Hotels' galaxy of more than 6,000 locations and nine hotel/motel brands. The Comfort Inn and Suites of Fortuna, deep in the heart of California's Redwood Country, overlooks the scenic Eel River and offers, among other things, fishing, biking, running, walking, hunting and hiking. One of the "other things?" An early-adoption policy that makes it a showcase for exceptional new office machines like the Panasonic KV-S1027C scanner.

A scanner/software package which, says David Cisco, General Manager of the Fortuna Comfort Inn and IT Director of that and three other locations, has proven to be a time-saving and cost efficient solution to many labor intensive paper-management issues.

"IT managers from other Comfort Inn franchise groups regularly come in to check out and evaluate what we're doing to streamline operations and reduce costs," Cisco says, adding that the KV-S1027C is the current "hot ticket" for those seeking a way out of their ever deepening paper pit.

What makes the Panasonic KV-S1027C work group scanner a "hot ticket" in hospitality and other industries where high-speed scanning of mixed documents ranging from extremely thin paper to embossed cards and passports is a virtual necessity?

While David Cisco hasn't yet figured out all the ways these incredible machines can help make his and his employee's jobs easier, he has discovered that they can handle any paper management job he throws at them while saving his company substantial sums by drastically reducing the time team members spend on paper processing and freeing hundreds of square feet of valuable in-office real estate formerly occupied by numerous file cabinets stuffed with paper.

"We're still discovering new uses for the scanners all the time," he says. "One 'undocumented' feature that we just implemented uses scan-to-email to open and update files on new hires at all of my locations. Having information such as their employment application, W4 forms, proof of citizenship or possession of a green card automatically added to our employee database saves hours and hours of time and has proven to be more accurate than filing the paper documents in folders or keyboarding the data into our system."

Cisco also praised the KV-S1027C's ability to create and manage searchable images of everything from simple photos to complex forms thanks to the Panasonic Image Capture Plus software bundled with each scanner.

"Since we started scanning our receipts we've been saving at least five to upwards of 15 minutes every time we have to find a specific item," he says. "It's wonderful not having to hunt through boxes every time we want to see who bought what, when and for how much. The KV-S1027C's scanned images are so picture perfect that all we have to do is type in a document title or keyword and Image Capture Plus' OCR technology finds and displays it almost instantaneously."

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Other tasks Cisco has found for his jack-of-all-scanning jobs with the KV-S1027C include scanning each property's old paper records into a central data archive and scanning the daily housekeeping sheets at every location.

"Scanning the housekeeping sheets has proven to be extremely useful," he says. "It helps us track which rooms need some sort of attention from maintenance and it enables us to instantly identify who cleaned a particular room if someone calls up and says they lost something."

Cisco has particularly high praise for the KV-S1027C's seamless integration with Image Capture Plus' send to folder feature.

"Send-to-folder is saving us both time and money," he noted. "Say we have to sign some documents and return them or submit some paper files to an insurance company. All we have to do is scan them into the computer, and it will automatically send the documents to a shared directory. Our accountants are even able to access the documents without us having to email them a copy all the time."

"Now I don't have to buy expensive all-in-one printer and fax units to replace the ones that regularly self-destruct at every location. Back office workers no longer have to spend what seems like forever clearing shredded document jams created by paper clips or staples going through the printer/fax machine. When the KV-S1027C encounters a page with an obstruction like that, it just stops and waits for the user to easily pull out the undamaged sheet before continuing with the job."

Speaking of breakdowns, none of the six KV-S1027C's Cisco manages has ever had one. In fact, he says, they've never even suffered a glitch.

"I didn't know a thing about scanning when we got the initial units," he recalls.

"Unlike most of the resellers we encounter, who consider taking a machine out of the box and plugging it in a 'value add,' the Panasonic reps gave us the option of installing 'try-before-you-buy' units, completely set the machines up and spent a considerable amount of time helping me get through the learning curve. They also provided valuable instruction and insights on how to get workers who had never even seen a scanner up and running in less than two days."

"Since then we've never had a problem with those units or the ones we added later." According to Cisco, the deployment of the scanners hasn't triggered a single complaint from any of the employees who use them.

EXECUTIVE SUMMARY

In virtually continuous daily use by Comfort Inn, Panasonic KV-S1027C desktop work group scanners have been shredding paper gridlock and producing razor sharp images easily filed and recovered by the bundled Image Capture Plus software. Their high 90 image per second speed, stress-free deployment and operator training and rock-solid reliability make these outstanding scanners a perfect choice for front and back offices that require a bulletproof document scanning, filing, and management solution.