



✦ ✦ Celebrating 20 Years of Excellence

March 2010
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Volume VIII Issue III



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*Your ECS Imaging
Account Managers*

Debbi Bodewin
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Pete Herschelman
Rod Simon
Barry Weinstein
Tim McGrath
Steve Walter

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***The Luck of the Irish brings you
a Golden Special this month!***



***Upgrade to Avante and get Workflow 8
included at no charge!!!***

AND

Buy 5 Avante users and get the 6th user FREE!!



Panasonic Releases New Scanner

Model No: KV-S1045C

40ppm/80ipm Color, Duplex Scanner

Holds up to 90 sheets in hopper, has ultrasonic double feed detection, comes with a standard 1-year advanced exchange warranty and extended service offerings all for just \$1,295.

ECS is a certified solutions partner with Panasonic.



Spotlight

TOP

ECS Goes to Court



The **San Bernardino County Superior Court** has been an ECS Imaging and Laserfiche customer for the last seven years. They have a strong understanding of the strengths of their Laserfiche Document Management Solution. San Bernardino County is the largest county in the continental United States by area (Alaska has four larger county equivalents), and is larger in area than each of the nine smallest states. The county has 24 Incorporated

Cities and another 58 unincorporated cities on which the San Bernardino County Court System oversees.

The San Bernardino County Court uses an Oracle Laserfiche System and now is working throughout the entire court system organization. Thomas Gates of the IS Department is the Laserfiche Administrator and has been instrumental in the growth of their document management system throughout the entire court system. There are 23 full users and 100 retrieval users being used at the organization.

The San Bernardino County Court uses many Laserfiche Items to complete their scanning and for making their documents available to the organization. Some of the products that are being used to encompass their business processes are:

- Laserfiche Weblink
- Laserfiche Software Development kit
- Laserfiche Quick fields
 - Quick Field Agent
 - Bar Code Recognition
 - Real Time Look Up
 - Zone OCR

Highlights of Departmental uses:

Jury The jury department uses Quick Fields Agent to scan Jury Notification Bar Codes for rescheduling mailed in Jury duty extensions. Once the bar code is read it completes the index fields and stores the document into Laserfiche in which they then can search by the index criteria to ensure that the jury poll can be rescheduled properly.

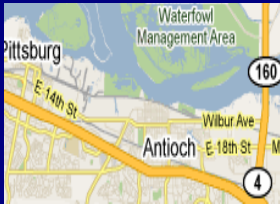
Citations Citations are scanned and stored in Laserfiche. The courtrooms use Laserfiche Weblink so that all citations are available in the courtroom for the DA or Judge to review.

Payroll The Payroll Department uses quick field agent for Time Cards with Zone OCR and Real Time Lookup to scan and store into Laserfiche.

Personnel The Personnel Department scans all of their documents into Laserfiche to maintain all documents for county employees.

One of the highlights for the San Bernardino County Court's system was the ability of ISD Corporation ([ISD Corporation](#) designs and develops software solutions for the judicial industry) to use the Laserfiche Software Development Toolkit to create an application that looks up court cases, updates them and flags them to indicate the presence of an image has been linked to that case within the Laserfiche Repository. When using the ISD application it will open that document out of Laserfiche in PDF so that it can be used throughout the court system without chance of change to the original document.

In the near future San Bernardino County Court plans to implement a new Laserfiche Document Management System that they will integrate with their ISD Corp system to strictly provide court documents to the public and to attorneys over the web.



AND



**Please Register
In Advance**

Click Here

To register online
Or
Email us

Your contact info
and which event

Please Join Us at Our 1st Quarter User Groups!

Northern California

Hosted at the City of Antioch

Wednesday, March 3, 2010 8:30am-4:00pm

[Download Latest Agenda](#)

1201 West 4th Street - Antioch, CA

Southern California

Hosted at the Family Services Association

Wednesday, March 17, 2010 8:30am-4:00pm

[Download Latest Agenda](#)

21250 Box Springs Road, #214 – Moreno Valley, CA

Learn more about Laserfiche and see how others have implemented it. ECS provides these ***complimentary*** events to continue to educate our clients on Laserfiche, provide opportunity to connect with other Laserfiche users, and to learn about the latest technologies available to enhance your system.

We look forward to seeing you!

Wednesday, March 3rd: 1st Quarter User Group in Antioch
Monday, March 8-10th: QSS User SCOE in Northern California
Thursday, March 11th: SCIFT Suppliers' Expo in Anaheim
Tuesday, March 16th: AIIM with Canon at the Anaheim Sheraton Hotel
Wednesday, March 17th: Southern California 1st Quarter User Group at FSA

Please stop by the ECS Booth and say, Hello!

Webinars

TOP

Laserfiche®

**Tuesday, March 30,
8:00 AM PST**

[Register](#)

**Wednesday, March
3, 9:00 AM PST**

[Register](#)



Click here

to join our weekly
LincDoc Webinar
**Wednesdays
@ 11am PST**

Document Management 101 For Local Government

Join us for a free interactive Webinar, specially tailored to address the unique challenges of local government in the Western U.S., where you'll see how digital document management can help you improve efficiency across your organization. Don't miss this opportunity to learn how other government organizations have optimized the management of government business, records and information.

ECM & BPM 101 Enhanced Capture Strategy Workflow Optimization: Accounts Payable Processing Focus

Introduction to understanding enterprise content management and business process management and facilitating the building blocks to develop an organizational strategy.

E-Forms Solution Integrated with Laserfiche

With LincWare you can skip the scan and paper process altogether!

Our fillable e-forms solution is great to process forms such as permit applications, business licenses, enrollment applications and others electronically! E-forms works independently of Laserfiche yet also integrates with it, as well as your other databases. Most companies have lots of forms and can save time by not having to re-enter data since the information on the forms can be transferred to a database and the images & data to Laserfiche. There are online demos every [Wednesday at 11am](#) or we can setup a custom demo with your forms.

The Paper Pushing Problem:

The Internet has provided organizations with countless time-saving measures. Online users can now access vital information on taxes, city services, official announcements, events, licenses, real estate and construction in only a few clicks. Still, interacting with governments and organizations remains heavily based on downloading static PDF forms

and hand delivering or faxing them to the appropriate department.

Building permit requests, grant applications, dog licenses, job applications, event permits, business permit applications, exemption applications, employee forms, records requests, and countless more services, require manual forms processing.

Our Simple Solution:

With this solution we are providing an intuitive front end for processing complex forms, in a digital format to Laserfiche thus enhancing your document lifecycle management. And with the software's ability to automatically complete Laserfiche template field data when the form is filled out, it improves your efficiency and eliminates the need for you to scan paper forms into Laserfiche. The forms are automatically filed into Laserfiche at the time they are filled out.

Each LincDoc version simultaneously populates Laserfiche template fields and 3rd party databases upon the completion of any eForm or document, eliminating redundant entry, scanning and storage steps.

LincDoc's document automation and eForms software can make the information submittal and approval process a breeze.

Tech Tips

TOP



Empower!

Visit the Laserfiche Support and User Information Site

Resources available 24 hours a day on this Support Site.



Version 8 Products

- Client-Server 8.1
- Snapshot
- Email
- Workflow
- Audit Trail
- Records Manager
- Web Access
- Plus
- Toolkit
- Weblink
- Quick Fields
- Agenda Manager & Processor
- Import Agent
- Avante/Rio Named User system

E-mail Attachments in Workflow 8.0.1	New Advanced Search Syntax Strings for Laserfiche 8.1	OCR Speed and Accuracy
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E-mail Attachments in Workflow 8.0.1

Laserfiche Workflow 8.0.1 introduces the ability to add attachments to e-mails sent during routing. This allows you to include documents or folders pertinent to an e-mail directly in the message. For instance, if you send an e-mail to a colleague notifying him that he needs to review a document in the repository, you can send him a shortcut to that document. Or if a report for a particular customer is returned by a **Find Entry** activity, you can then attach that report as a PDF to an e-mail to that customer.

You can attach either the entry that triggered the workflow, or any entry returned by an activity within the workflow. Workflow supports attaching either documents or folders; shortcuts will be attached as the type of entry they point to. You can choose to either attach a shortcut to the entry or a copy of the entry.

Attaching a shortcut to the entry will attach a .lfe file; when the .lfe file is opened, it will launch the Client, prompt the user to log in, and then take the user directly to the specified entry. If the person you are sending the attachment to has the Laserfiche Client installed and has access to your repository, we recommend using the .lfe shortcut. The .lfe shortcut is a smaller file, since it's simply a pointer to the document. It also respects the repository's security settings and auditing, and allows the user to see all the relevant metadata.

However, if a user does not have the Client installed or access to your repository, you should attach a copy of the entry instead. This creates a copy of the document (or of all the documents in the folder, if the entry is a folder), and allows you to specify the format in which you want to export it. For instance, you could include a copy of the contents of a folder, with imaged documents included in PDF format and electronic documents in their native format.

Workflow 8.0.1 offers many options for including attachments with e-mails. You can specify which document types will be included, how images will be exported, whether the entries will be compiled in a zip file, what the maximum attachment size should be, and more. For further information, see the [E-mail activity](#) section of the Workflow 8.0.1 help file.

New Advanced Search Syntax Strings for Laserfiche 8.1

When searching for entries in a repository, most Laserfiche users employ two main search tools, Quick Search and the standard search types in the Search Pane.

However, what some users are unaware of is that there is also a wealth of additional searches available in Laserfiche that can only be performed with the use of advanced search syntax. In this Tech Tip, we'll look at four advanced search syntax strings that are new in Laserfiche 8.1—Parent Entry Name, Child Entry Name, Shortcut ID, and Shortcut Name—and show you how you can effectively add them to your search arsenal.

Note: All of the searches detailed below can be used with wildcards.

Parent/Child Entry Name

The Parent Entry Name search can be used to find an entry based on the name of its parent entry (i.e., the folder that contains a particular document or folder). This is particularly useful when you want to find the contents of a particular folder, but you don't know its repository file path or the names of any of the documents within it. For example, Jen wants to view all of the documents in the folder named "Patient Billings for January 2010," but she can't remember where it's located in her repository. She can use the Parent Entry Name advanced search string with that folder name

{LF:ParentName="Patient Billings for January 2010"}

and her search will return all of the entries contained within the "Patient Billings for January 2010" folder. Similarly, she could do the reverse search with the name of a child entry (i.e., the document or folder within a particular folder). For example, if she wants to find the folder that houses the document named "Bill #192," she can enter the Child Entry Name search syntax with that document name

{LF:ChildName="Bill #192"}

to find that folder.

Note: The Parent Entry Name search will only include an entry's immediate children in the results, and the Child Entry Name search will only include an entry's immediate parents in the results.

Shortcut Name/ID

The Shortcut Name and Shortcut ID searches allow you to find all of the shortcuts that link to a specific entry based on that entry's name or ID number. Both of these searches are useful because they locate shortcuts based on a property related to the target entry (its name or entry ID), rather than the shortcuts themselves, making it easier to keep track of your shortcuts anywhere in your repository. For example, if I want to find all of the shortcuts that target the folder named "Performance Reviews," I can insert that folder name into the Shortcut Name search syntax

{LF:ShortcutName="Performance Reviews"}

to find the shortcuts for that entry. Similarly, I can use the folder's entry ID number (2021) with Shortcut ID search syntax

{LF:ShortcutID="2021"}

to find those same shortcuts.

OCR Speed and Accuracy

When performing OCR (Optical Character Recognition) in the Laserfiche product suite, you can choose from several settings for speed or accuracy. This allows you to select the option that best suits the documents you are working with.

In the Laserfiche 8 product suite, the OCR Optimization options are:

- **Speed:** Reduces the amount of time it takes to perform OCR. Generated text may be less accurate.
- **Balance/Standard (Recommended):** Neither optimum speed nor optimum accuracy, but a balance between the two.
- **Accuracy:** Helps perform OCR on images that have low accuracy with the other settings. Processing time will also be increased.

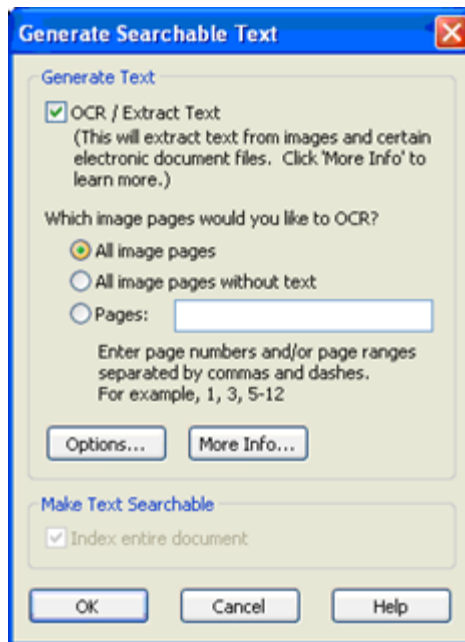
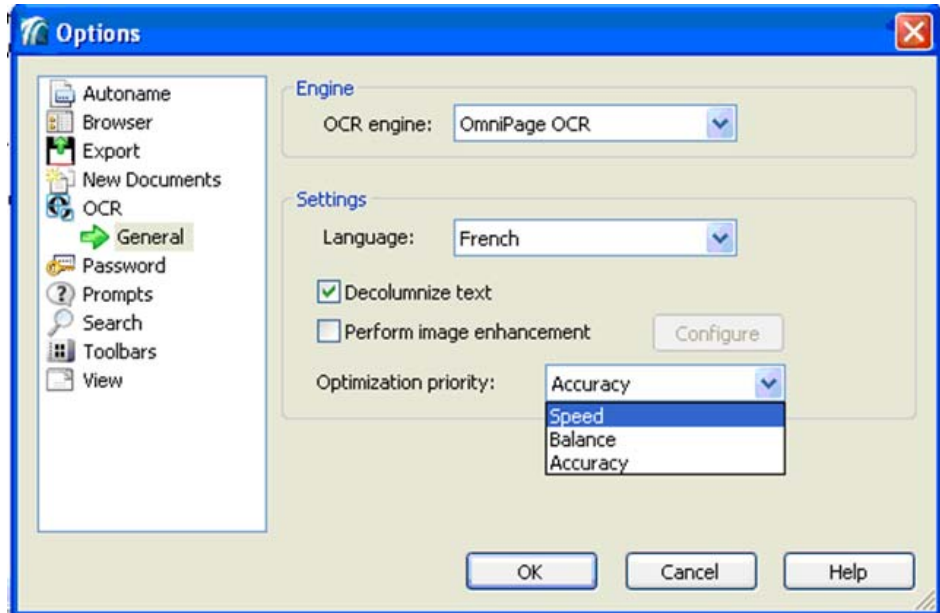
The clearer the text on your documents, the more accurate the OCR is likely to be. Therefore, you may be able to use a faster OCR setting for documents with a high image quality and still get accurate results.

Also, the fuzzy search setting in the Laserfiche Client can help you find documents even if the OCR is not 100% accurate. You can test the various settings on your documents and determine which works best for your purposes.

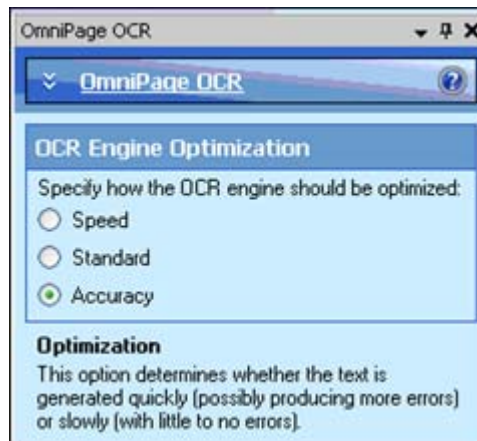
NOTE: The version of the OmniPage OCR engine has changed for all Laserfiche products released at or after Client 8.1. The Balance/Standard option in the current version of the engine is equivalent to the Accuracy setting in products released from 7.2.1 to 8.0.x. Therefore, if you were having good results with OCR set to Accuracy in those versions, you may want to set it to Balance in Laserfiche 8.1.

To change the OCR Optimization setting in the Laserfiche 8.1 Client:

1. From the Tools menu, select Options and OCR.
2. For Optimization priority, select Accuracy, Balance, or Speed.
3. You can also access this setting by selecting Options from the Generate Searchable Text dialog box.



When working with Laserfiche Scanning or Quick Fields, you can set the optimization properties while configuring the OCR process.



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- Scanning Services
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- E-Forms
- Digital Signatures
- Hosted WebLink
- Custom Programs: Case# Generator, Mug Shot Capture, Six-Pack Creator, Barcode Coversheet Automation
- Custom Integrations: ESRI, Permits Plus, CRW, H.T.E., Navision, Eden, Munis, Oracle, DataTel, PeopleSoft, Digital Recorder Importer
- Turn-key Implementations

Software



Document Management Software

Integrations With Laserfiche



LincDoc eForms Creation & Automation



Agenda Manager Integration



ESRI Integrations



Court Case Management Integration



SharePoint and Office Integrated

Scanning and Capture Technologies



Premier Partner

Product videos click [HERE](#)



Certified Solutions & Service Partner



Elite Channel Partner



E-size/Map Scanners



Advanced Capture Solution ICR & Forms Processing



Check Scanning & Remittance Processing Integration



Kofax Virtual ReScan Software

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