



doc2e-file  
It's all about access!

(888) 649-2006

# Damaged Document Recovery Process

1

Inventory of records

A project meeting will be held prior to inception. The outcome of this meeting will establish a project scope outlining each phase of the project in detail. This scope will consist of an identification of:

2

Establish a priority for restoration

1. Mission Critical Documents and Volume
  - a. highest damage level
  - b. business critical and requiring immediate access
2. Document Retention and security based on legal requirements and access requirements
3. Document structure by type, volume, index criteria, database requirement, conversion method and time frame.
4. Contact personnel will be identified and protocol established for moving the documents to the doc2e-file conversion bureau as well as protocol for the request of records while in possession of doc2e-file staff.

3

Establish search and retrieval criteria

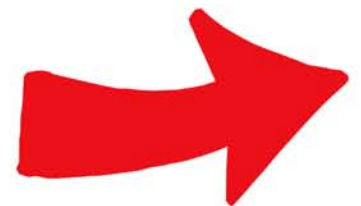
4

Move records to secure conversion facility

After the records are transferred to the secure conversion facility, they are checked into the doc2e-file inventory control system.

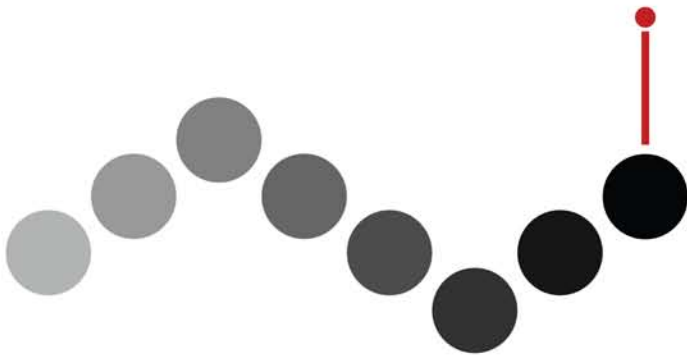
doc2e-file has been involved in the Document Recovery and Restoration process since inception. Our efforts are centralized in providing immediate access to mission critical records and documents for our clients.

LEARN  
MORE



CALL NOW!

Questions should be directed to  
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713-649-2006 office



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## It's all about access!

Our solution is to provide high quality imaging of each document in the format of standard PDF or Group IV tif renamed to reflect the original folder label. This approach will eliminate hazards due to mold and mildew exposure for the record users and employees. It also provides for image “clean up”, beyond simply drying and copying paper records. As a solution, it answers the question of where to store the records and how to provide them to staff temporarily re-located as well. Doc2e-file offers a choice of either hosting data or providing the data on a portable media or via data lines to load to an existing document management system.

*Document Preparation:* All paper documents will be individually prepped by trained staff and made ready for scanning. Documents will be removed from binders, folders, etc. and organized for scanning according to index criteria and document structure. All paper clips, staples, rubber bands, etc. will be removed. If necessary the records may be re-wet to separate individual pages.

*Document Scanning:* All paper documents sized in the letter to ledger range (8 1/2 x 11 inch through 11 x 17 inch) will be scanned with the Kodak or Fujitsu document scanners on the glass/flat bed. All documents will be converted to standard PDF or Group IV tif files. Each image will be scanned at 300 DPI unless otherwise specified. \* Documents which are unreadable at 300DPI, may be scanned at a higher resolution for better quality. All larger format documents will be scanned using OCE engineering Scanners and converted to TIF files.

*Indexing:* Each PDF will be named as the folder, binder or other document structure was named. Files which do not have folder names or cannot be named, will be provided electronically to the appropriate staff for identification.

*Delivery:* The digital files will either “hosted” for ubiquitous access or be returned either via portable media or data lines. Each delivery will be accompanied with a report indicating previously determined factors such as image and page counts, document counts, etc..

Sorting and prep of saturated records

5

Conversion to electronic files in a PDF

6

*Quality Control:* Each piece of paper in the file or record will be inspected in a “page to image” Quality Control process. Image quality is inspected at this phase as well as document page count and comparison to original to insure complete scanning of each document. Each image is inspected for data on back of page as well.

Delivery of the electronic files

7

Certified Destruction of contaminated files

8

