



Storetec Enhances Efficiency and Growth with ibml FUSiON Scanners



Storetec Services Ltd., a leading UK-based document scanning and records management provider, has been operating for over 20 years, delivering high-quality digitization services to clients across various industries, including medical, insurance, engineering, legal, pharmaceutical, and education.



The Situation



As the company grew, it sought advanced scanning solutions to further enhance efficiency, elevate customer service, and support its ongoing expansion. Storetec had long relied on a mix of ibml's ImageTrac and DS scanners, along with scanners from another provider, to meet its document processing needs. Recognizing the need to unify and optimize its scanning infrastructure, Storetec recently upgraded to ibml FUSiON scanners to leverage their advanced capabilities and further streamline operations. The transition has already resulted in faster processing speeds, improved image quality, and greater operational efficiency, positioning Storetec for continued growth.

The Challenge



Storetec has built a strong reputation for its ability to handle large volumes of document processing while maintaining high-quality standards. However, as demand increased, the company faced challenges in streamlining its operations and accelerating turnaround times.

Storetec needed a scanning solution that would:



Improve processing efficiency



Enhance accuracy and image quality



Reduce the time required for document preparation and post-processing



Support business scalability with minimal operational disruption



The Solution



Recognizing the need for a more powerful and scalable solution, Storetec transitioned in 2023 to three ibml FUSiON scanners. The switch to FUSiON scanners allowed Storetec to replace its older scanners, leveraging the advanced features and speed of the FUSiON series to optimize its workflows.

While Storetec has fully transitioned to ibml FUSiON scanners for its primary operations, the company has retained its ibml DS scanners for backup, ensuring continuity in case of unexpected disruptions.

The ibml FUSiON scanners offer industry-leading speed and intelligence, enabling organizations to process high volumes of documents with greater efficiency and accuracy. Designed for high-speed scanning and intelligent document capture, the FUSiON series integrates advanced imaging technology, superior paper handling, and automated data extraction. With features such as multi-stream output, dynamic image enhancement, and real-time intelligence, the FUSiON scanners significantly reduce manual intervention and enhance operational productivity.

These capabilities make the FUSiON series scanners an ideal solution for businesses like Storetec that require scalable, high-performance scanning solutions to meet growing and complex demands.

“Switching to the ibml FUSiON scanners was a game-changer for us,” said Ian Boyd, production manager at Storetec. “We went from being a strong player in the market to truly optimizing our efficiencies and setting a new standard in document digitization.”

The Results



Since implementing ibml FUSiON scanners, Storetec has experienced significant improvements:

Improved efficiency and faster turnaround times. The FUSiON scanners' speed and automation capabilities have drastically improved Storetec's document processing efficiency. “Our turnaround times are much faster now,” Boyd explained. “We can process 100 boxes in just three to four hours – something that was unheard of before.”

Improved image quality and OCR performance. The enhanced image capture capabilities of the FUSiON scanners have resulted in better optical character recognition (OCR) accuracy and document readability. “With our previous scanners [from another provider], we sometimes struggled with OCR output quality,” Boyd noted. “The ibml FUSiON scanners have significantly improved the clarity of our images, reducing the need for rescans and ensuring our customers receive the best possible results.”

Increased scalability and operational flexibility. The transition to the ibml FUSiON scanners has provided Storetec with flexibility to scale operations as needed without adding significant overhead. “The ability to quickly train staff on the FUSiON scanners and get them up to speed has been invaluable,” said Craig Gardham, technical production manager at Storetec. “More than 50 percent of our shop floor staff can now use the FUSiON scanners effectively, which means we're always prepared for high-demand periods.”

Ease of use and simplified operations. The intuitive design and user-friendly interface of the ibml FUSiON scanners have made operations more efficient. “Our operators love how easy the FUSiON scanners are to use,” Gardham noted. “It takes minimal training to get staff up to speed, and the simplicity of setup has streamlined our workflows.”

Faster account setup for new customers. The ibml FUSiON scanners have enabled Storetec to onboard new clients faster than ever before. “We can set up a new account and have them running in as little as one day,” Boyd said. “This speed gives us a huge competitive advantage and allows us to take on urgent projects without delay.”

Reliable support and service from ibml. Storetec has also benefited from ibml's top-tier customer service, ensuring minimal downtime and quick issue resolution. “The service from ibml is second to none,” Boyd emphasized. “Anytime we need support, the response is fast, and we always feel like a priority customer.”

Reflecting on the impact of ibml FUSiON scanners, Gardham added, “The ability to process jobs so quickly and effortlessly has completely transformed our operations. We’re delivering better results to our customers faster than ever before, and that’s what sets us apart in the market.”

Conclusion



Storetec’s transition to ibml FUSiON scanners has not only enhanced operational efficiencies but also positioned the company for continued growth. With improved processing speeds, superior image quality, and strong support from ibml, Storetec is well-equipped to meet customer demands and scale its business. Looking ahead, Storetec remains confident in ibml as a long-term technology partner. “We’re always evaluating new opportunities to expand, and with ibml FUSiON scanners, we have the right foundation to take our business to the next level,” Boyd concluded.



ibml’s high-speed ibml FUSiON scanners should be a strong consideration for banks that are committed to the lockbox processing business, Dailey concludes.

Get more details.

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