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How CitiStore Optimised Document Management with the ibml Fusion HD Scanner

CitiStore, a UK-based document storage and digitisation company, has a rich history in archival services. Led by Managing Director Steve Rose, CitiStore has consistently prioritised innovation to meet market demands for compliant storage and scanning services. To enhance its digitisation capabilities, CitiStore recently integrated ibml's Fusion HD scanner into its operations.

"I've been around this industry my whole life, and I knew when starting CitiStore in 2020 that offering digitisation services was essential to meet where the market was heading," Rose said.

The Situation

Founded in 2020, CitiStore has rapidly established itself as a premier provider of secure and innovative document management solutions across the UK. Operating from a central Midlands hub, the company offers a full suite of services, including document scanning, secure storage, confidential shredding, and digital mailroom solutions. With over 75 years of combined industry experience, CitiStore is committed to helping businesses stay efficient, organised, and ahead of the curve.

CitiStore focuses on helping clients navigate complex compliance requirements while offering tailored services that some competitors can't match.

"Our clients value the personal touch we provide, knowing they can directly connect with our leadership team to receive support and bespoke solutions," said Rose.

The Challenge

As CitiStore expanded, it encountered several operational hurdles:

Capacity Limitations

CitiStore's existing desktop scanners were at full capacity and required a significant manual effort to maintain productivity. "We had people scanning all day on desktop machines, and we'd reached our limit," Rose shared.

Compliance Needs

Serving highly regulated industries such as legal, aerospace, healthcare, and financial services necessitate secure, accurate, and efficient document processing.

Scalability

Traditional methods of increasing capacity through additional hires are becoming less attractive due to rising costs in the UK labour market. "Employing additional staff in the UK has become increasingly challenging due to the associated costs, which continue to rise," Rose explained.

These challenges underscored the need for a solution that could enhance efficiency, maintain compliance, and support sustainable growth without adding significant overhead. To meet the evolving demands of its customers and set a benchmark for excellence in the industry, CitiStore recognised the importance of investing in technology that could streamline operations and drive scalability.

The Solution

CitiStore explored various options before ultimately selecting ibml's FusionHD scanner. Several factors influenced this decision.

Efficiency Gains

"We scanned five boxes in an hour during a demo, and it was a glimpse into the future. We couldn't believe how easy it was," Rose recalled. "The Fusion HD will allow us to scan four, five, six, or even seven times faster than what we were doing."

Innovative Software

"Clients are asking for more from the documents we scan, and ibml's software will let us extract valuable insights while keeping everything secure behind our firewall," Rose emphasised.

Proactive Support

"The ibml team has been incredible," Rose noted. "Before we even signed the deal, they were coming on-site, identifying our pain points, and showing how their solution could help us operate 50 percent faster."

Future-Ready Capabilities

"I'm really excited about the AI capabilities ibml is bringing to the table. It will help us deliver even more value to our clients," Rose said.

The ibml Fusion HD scanner offers document scanning speeds of up to 730 pages per minute, an open track paper path for handling various document types and sizes, and real-time Image Quality Assurance (IQA) monitoring. The Fusion HD's multiple out-sorting options reduce the need for pre-scan preparation and post-scan reassembly, while its drop-and-go hand-feed feature enhances throughput for fragile or challenging documents. These features culminate in a compact, ergonomic design.

The Benefits

Rose believes ibml Fusion HD will be a game-changing solution for CitiStore.

Reduces the need for additional staff by automating key processes. The ibml Fusion HD fast scanning speeds also will allow CitiStore to handle larger projects without more headcount. "This allows us to grow without adding another person or another machine," said Rose.

Delights Customers. Clients will benefit from faster turnaround times and enhanced data insights. "Our clients are intrigued by what we can do now – capturing data and delivering insights they hadn't considered possible," Rose shared.

Building on CitiStore's trusted security measures by ensuring to integrate into existing security-protocols to be conducted behind CitiStore's secure firewall.

Positions CitiStore as a market leader, with the adoption of the ibml Fusion HD scanner. By integrating the ibml Fusion HD scanner, CitiStore reinforces its commitment to cutting-edge technology, further cementing its status as a market leader "The Fusion HD positions us as serious about security, compliance, and delivering the best for our clients."

Establishes a foundation for growth. CitiStore's investment in ibml technology sets a solid foundation for CitiStore's planned growth over the next five years. "This investment lays the groundwork for our ambitious growth strategy, positioning CitiStore to achieve significant milestones in the next five years while exceeding client expectations.

The ibml Fusion HD has equipped CitiStore with tools to enhance efficiency, deliver exceptional value to clients, and strengthen its competitive edge against larger players in the market. By automating processes, enhancing security, and enabling faster, data-rich service, the Fusion HD positions CitiStore as a market leader. With this cutting-edge technology, CitiStore is well-prepared to scale its operations and meet its growth goals over the next five years, while continuing to exceed client expectations.

Conclusion

CitiStore's integration of the ibml Fusion HD exemplifies their unwavering dedication to innovation, operational excellence, and exceptional client satisfaction, ensuring they remain the preferred partner in document management. As Rose put it, "From the pre-sales process to the moment the machine arrived, ibml's team has been nothing short of exceptional. Everything they promised, they delivered – and then some." For more information about ibml and its Fusion HD scanner, visit www.ibml.com.

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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