

New Focus Uses Document Imaging to Enhance Communication With Customers

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New Focus, located in San Jose, California, is a recognized technology leader in developing innovative photonics and microwave solutions for both commercial and research applications. Many of the instruments manufactured by New Focus are unique and “one-off” items built to specific customer specifications. Routine field maintenance and calibration of instruments required that customers contact New Focus to verify “as-built” data to aid in servicing. When a customer call came in, engineering had to track down the appropriate “build” paperwork associated with the specific instrument from a maze of file cabinets. Some of the critical build paperwork was stored at another New Focus facility located several hundred miles away, which added extra time in locating the build information. The process of retrieving the build documentation could take many hours

It was decided that a central, easy-to-access repository of the build documentation would be needed to help communicate quickly with customers – document imaging was the answer. Twin Imaging Technology was contacted to provide a document imaging solution which would image the

hard copy build documentation and allow quick and efficient access to the build data through New Focus’s intranet.

Twin Imaging’s work group document scanners went to work on over 130,000 documents that required imaging. The documents were converted to a PDF format for portability across most systems. New Focus needed an inexpensive yet reliable software search solution to retrieve the imaged documents. It was decided that the Adobe Acrobat Catalog search index would be used to create the search database. Searchable logical metadata and “smart” file indexing were employed to allow simple searches of the imaged document files. The Acrobat Catalog search database allowed users on New Focus’s intranet to use the search capabilities of Adobe Acrobat reader (provided free by Adobe) to access the catalog search index to aid in finding the appropriate file.

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Please visit www.TwinImaging.com for additional information.

