

Case Study



HS Marston Aerospace

Until recently, HS Marston Aerospace carried out document scanning and retrieval in-house.

However, scanned images were of poor quality, indexing was difficult and the retrieval software was not user friendly. The decision was therefore taken to outsource the facility to a leading specialist.

Compact was called in to look at the problems and suggest an alternative cost effective solution.

After an initial consultation, the team at Compact developed a solution which was designed to meet HA Marston's individual needs.

Within 2 months of commencing the scanning project over 100,000 images had been made available over the corporate Intranet, the images being produced from various sources including paper documents, large format drawings and microfilm.

The project not only saved valuable office space but employees now have more time to concentrate on HS Marston's core business.

"Before the system was introduced it could take 2 or 3 hours to collate all the documentation to support a customer query.

The GRN's, Job Cards, Drawings and Release Certificates were all filed in hard copy form and once all the information had been gathered, this then had to be faxed through to the customer. If that was not possible photocopies had to be taken and sent in the post. All the documents then had to be re-filed in the correct locations.

The solution provided by Compact enables queries to be answered within minutes using our existing computer e-mail systems and there's no chance of misfiling any documents."

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