

Case Study



Cegeka Streamlines Scanning Processes with Kofax eCopy

As part of a cost-saving initiative, leading IT service provider Cegeka migrated to next-generation Microsoft Office 365, Microsoft OneDrive and Microsoft SharePoint for Business applications. To enable its employees to scan documents directly into the new Microsoft applications without time-consuming manual work, Cegeka uses Kofax eCopy® to deliver streamlined, automated and secure workflows for document capture.

Boosts
Operational Cost-Efficiency

Enhances
Information Security

Enables
Employees to Focus on
Value-Added Work

Work Like Tomorrow.™

KOFAX

Case Study



Meet Cegeka

WWW.CEGEKA.COM

Cegeka is a leading European IT solutions provider. The company specializes in multi-cloud services, cloud orchestration, managed services and optimization of applications, infrastructure and business processes, and takes care of the development and integration of applications, ecosystems and platforms. The group employs nearly 5,000 people across Europe, and in 2018 achieved a turnover of €512 million.

Products in Use

Kofax eCopy®

Focus

Optical Character Recognition (OCR),
Workflow Automation, Document Capture

Challenge

For leading IT managed services providers like Cegeka, operational efficiency is a key goal. To unlock cost-savings, the company migrated to Microsoft Office 365, Microsoft OneDrive and Microsoft SharePoint for Business. Digital and paper documents play a key role in the company's business process—and Cegeka aimed to ensure that it could scan documents from its multi-function printer (MFP) devices directly into the new Microsoft applications.

Cegeka had stringent requirements for the target solution. In addition to high levels of optical character recognition (OCR) accuracy, the company wanted the ability to manage all the MFP devices across its multiple offices from a single, central point.

Cegeka also saw an opportunity to harness automation to reduce the number of manual steps in the document-scanning process, and to deploy digital document storage to reduce the cost of purchasing and filing paper. Security was a key requirement, and the company wanted a solution that could protect its sensitive business data.

“With Kofax eCopy, Cegeka has been able to streamline current processes and ensure complete document security. It has made our operations more efficient, and it has been widely and cheerfully adopted by our staff.”

Ludo Kelleneers, Support Engineer, Cegeka

Solution

Through its MFP provider, Cegeka discovered Kofax eCopy. The Kofax solution promised to streamline Cegeka's scanning processes—particularly around form recognition—and to integrate with the company's existing applications.

A modular platform, Kofax eCopy enables Cegeka to use pre-built, customizable components to rapidly configure the solution to build automated document workflows.

Additionally, Kofax eCopy offers secure capture, helping Cegeka to satisfy its robust information security and data governance requirements. And because the solution is tightly integrated with the company's Microsoft Active Directory deployment, Cegeka can ensure that users see only the documents and data they have permission to access.

Today, Cegeka has 41 licenses for eCopy for its MFP devices. Each employee has a single sign-in account connected to an identity badge, which allows them to log into their Microsoft Active Directory user account and scan documents to a personal drive. This new way of working eliminates the need to type in passwords, delivering a frictionless scanning process.

KOFAX

Results

Cegeka's employees regularly need to scan invoices, and the barcode recognition capabilities of Kofax eCopy enable these documents to be routed to the company's Agresso accounting platform for processing without manual work. Additionally, Kofax eCopy can capture form data from structured documents, and automatically save the documents to the correct destinations and with the appropriate file names based on this data.

Kofax eCopy now handles all document OCR processing—reducing the load on the company's IT infrastructure. This is particularly valuable for large batch-scanning jobs, as it minimizes the risk of network bottlenecks.

Users have the option of saving the scanned documents as PDF or Microsoft Word files. The high level of OCR accuracy means employees do not have to spend significant amounts of time correcting documents after scanning them. The OCR capabilities of Kofax eCopy also mean that employees can search scanned PDF, Microsoft Word, Excel and PowerPoint documents with ease—saving valuable time when trying to find documents.

“I would definitely recommend Kofax eCopy. We found the product very easy to use, and we're able to manage it ourselves, making it very cost-effective.”

Ludo Kelleneers, Support Engineer, Cegeka

With Kofax eCopy supporting its document scanning workflows, Cegeka is driving cost-effectiveness and maximizing the value of its investment in Microsoft Office 365 and SharePoint. By removing much of the manual intervention required to route documents to the right people in the business, the company is saving time and boosting efficiency.

For Cegeka, choosing eCopy meant more than being able to scan directly into its new Microsoft applications. The solution has enabled the company to shape a set of automated processes that streamline its day-to-day operations, protect its sensitive documents, and empower it to provide even higher-quality services to its clients.

[Read more stories of success from our global customers at kofax.com](#)

Work Like Tomorrow.™