



Thank you for your interest in DISC! We are dedicated to providing the highest quality document imaging and document management solutions. We strive for excellence throughout the document imaging process. Our document scanning process includes a 3-tiered quality assurance test. We utilize a manual orientation process which assures that 100% of the digital images delivered will be correctly oriented and will not need additional editing for immediate viewing. Before performing any OCR (Optical Character Recognition) or ICR (Intelligent Character Recognition) processes, several sets of images are put through a practice run to guarantee accuracy. Files created for importing documents into an existing database go through an extensive quality assurance process to make sure that the images, OCR/ICR results, and/or index information load correctly. For indexing, a dual-entry process verifies the accuracy of extracted fields.

Security is a major concern for our clients and DISC is prepared to accommodate any special security requirements. Our subterranean storage facility, with multiple levels of key-card access, provides top of the line physical security for your documents and data. We use SSL (Secure Sockets Layer) encryption for electronic document retrieval—the most secure form of encryption available. Our user-level security system assures that your organization's users only see the appropriate authorized documents.

We constantly look for ways to improve our quality assurance and overall customer experience. Your feedback is essential to us and we encourage you to contact us at any time with questions or comments.

Thank you for choosing DISC!

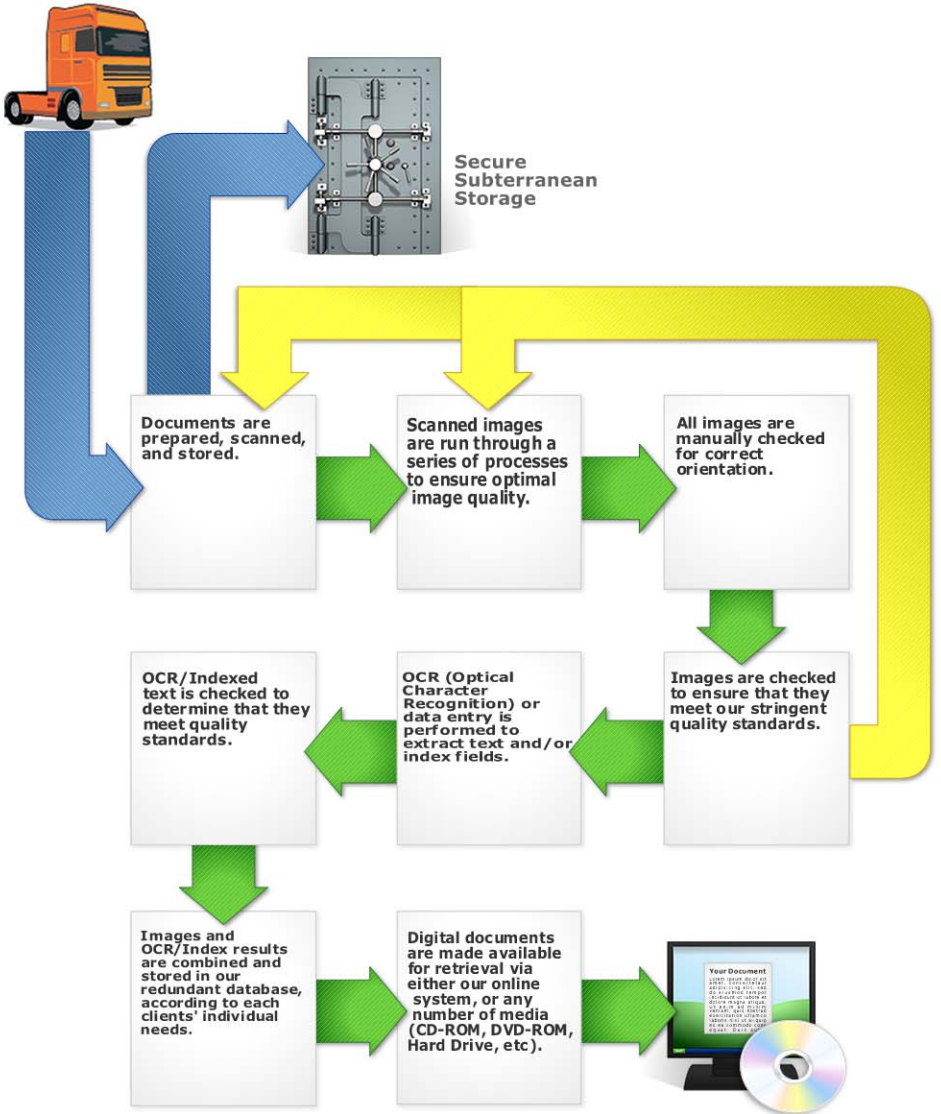
Sincerely,

Ben Andrews
Production Manager/CDIA+





DISC Standard Workflow*



*Actual workflow varies according to each client's individual needs.





Services Handbook

DISC is dedicated to providing the highest quality document imaging and management solutions. We strive for excellence throughout the imaging and storage processes. We hope this handbook offers you a valuable look into the DISC process and philosophy of document imaging.

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1

How Document Imaging Can Help

How Imaging Can Help Your Business

The advantages of document imaging may not be apparent if your company has always used paper documents for business activities. Just think about the amount of time that is spent working with paper files. Statistics show that professionals spend up to 50% of their time looking for needed information in paper documents. With PDF files of digital images, 20,000 records can be searched in about 3 seconds. It would take approximately 67 hours to search the same amount of paper documents by hand. Companies with multiple locations can benefit greatly from document imaging, by allowing their staff to share information, easily, between offices.

Having issues with records retention? Once images are digitized and indexed, the chances of them becoming lost is practically zero. Using document imaging to store your records is a cost effective and space saving way to meet compliance requirements for retention of your company's data. Having your documents in electronic form can also help to control and audit document retrieval.

How DISC Can Help

DISC offers document imaging and storage services to facilitate your business's needs. Services include digitization of documents, digital image storage, secure web-based retrieval with user and group level security, paper storage, and many other services related to document imaging.

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Efficiency & Cost Savings

Document imaging allows for instantaneous sharing of documents between locations or with several employees at a single location. It also allows for full-text searching of documents in a matter of seconds.

Gathering documents will no longer require a trip to storage but simply a few keystrokes. The need to recreate lost documents (with an average cost of \$250 per document) and misfiling of documents (with an average cost of \$120 per document) will be eliminated.

The cost associated with paper documents are relatively high: Paper documents cost \$.25 per page to store in your facility.

- \$20 in labor is spent to file one document.
- It will cost your company \$120 to find 1 misfiled document.
- It will cost your company \$250 in labor to reproduce 1 lost document.

3 Our Services

Our service revolves around your operations. Our scanning operation is located in our underground storage facility, however if your business requires on-site services, we will accommodate your company's needs. The variety of services we offer include:

- Document Imaging Services
- Online Storage Solutions
- Paper Document Storage
- Digital Media Storage
- File Recreation
- Document Destruction
- Forms Processing
- Custom Document Imaging Database Programming

Our goal is to provide your business with the highest level of quality for every service that we offer. **Attention to detail and quality is what sets us apart from our competitors.**

4 Image Enhancement

Our document imaging process includes three-phase quality assurance auditing. All images are manually checked for orientation so that 100% of the files we deliver to the customer are oriented correctly. Every document that is digitized at DISC goes through a digital image enhancement process. After the enhancement processing, images are again checked for optimal quality. Our "dual entry" indexing method minimizes errors. All OCR/ICR or indexing goes through a secondary, extensive quality control process to insure the information you receive is correct.

Utilizing color dropout techniques, we can provide clean images with small file sizes. Currently we offer RGB (red, green and blue) dropout. Without color dropout, these documents would have a rather large file size and contain visual noise.

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Industries

Litigation Support

Our developers can prepare your scanned documents to be imported into a wide variety of document and litigation management systems.

Currently we offer import/load files for the following litigation management applications:

- Summation
- Opticon
- Trial Director
- CaseMap
- Doculex (V3 & V5)
- IPro Tech LFP
- Etech
- Visionary
- DB Textworks
- CaseMap

We are constantly adding support for document management applications. If your software is not listed here, please inquire.

Architecture and Engineering

DISC is equipped to handle documents of many sizes. Our production scanners, with ADFs (automatic document feeders), can handle sizes ranging from 2.2" x 2.8" to 11" x 17". Anything smaller than 2.2" x 2.8" can be scanned using an "exceptions" scanner. Blueprints, engineering drawings and other over-sized documents can be digitized with wide format scanners. The wide format scanners that we use can digitize documents up to 36" x 10'.

Medical Records

Document imaging can help improve productivity and efficiency as well as help your organization meet requirements for records retention without having to rent or buy storage facilities. It can help you store, centralize, distribute and manage medical images in a digital format within your organization and allow access to information remotely.

Imaging medical documents can provide instant access to the most current, accurate images and information. Our medical imaging solutions can be implemented with existing records management applications. We adhere to HIPAA regulations and maintain the highest security to keep your records and information as safe as possible.

Manufacturing

Digital imaging allows for streamlining of documents to and from multiple locations simultaneously. A main factor in being a top performer in the manufacturing industry is having a system that allows for automation. Your records and document management approach should follow this rule as well. Digital imaging allows your organization to share and distribute documents, instantly, to a number of locations.

Construction

Document imaging can link your documents with your laptop and provide you with access to important data no matter where you are. A laptop with a 60 GB hard drive can allow you to have up to 1,200,000 documents. Blueprints and technical drawings can be digitized for portability as well.

6 Retrieval

Online

DISC has developed a web based document retrieval system that matches the simplicity of common search engines with the additional ability to customize details specific to your document.

- Do you want an in-page preview of your document? You got it.
- Do you want to download your document in formats that range from plain text to PDF? You got it.
- You can even search for documents similar to those you've viewed.

We use SSL (secure sockets layer) encryption for electronic document retrieval, the most secure form of encryption available. Our ORS (Online Retrieval System) employees user level access to provide your company with flexible document access control across departments and locations.

We've made finding your data simple, the way it should be.

Traditional

We can deliver digital images, OCR'ed text files and indices on practically any desired media or format. Some of the most common types of media we deliver are, but not limited to: CD-ROM, DVD-ROM, hard drive and flash drive. Typical formats requested by our clients include TIF, PDF, DjVu, JPG, TXT and PNG.

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Disaster Recovery

The ability to integrate into a Disaster Recovery Plan is one of the most important aspects of document imaging. Having a complete offsite copy of your records may not be feasible with paper records, but, with digital images this is easily achieved. DISC offers hosting of digital images in a highly secured server room, with a fire rating that meets ANSI, NAFFPA and DOD regulations. Our underground location provides unique protection from natural disasters such as tornadoes, electrical storms, earthquakes and floods.

Utilizing our offsite storage of documents, recovery time from catastrophic data loss is reduced. Down-time can be reduced to the amount of time necessary to transmit data from our server to yours. Our web-based document retrieval system makes it even easier to recover from a disaster. You can be back up as soon as you can get online.

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Frequently Asked Questions

Q. What is Document Imaging?

A. Document imaging is the process of converting paper documents into a digital form.

Q. Why would I want to scan my documents?

A. There are several reasons to consider document imaging. Some examples are: Saving on labor costs, timely distribution of documents, and regulatory compliance.

Q. What is CDIA+ and why is it important?

A. The CDIA+ certification is given through CompTIA, a universally accredited organization. In order to receive certification a candidate must show fluent knowledge of all aspects related to the design and implementation of a document imaging or records management system. A CDIA+ is a professional that has the experience and knowledge to design and implement a document imaging solution. Along with having the technical ability a CDIA+ must have extensive knowledge of business practices and processes to determine the best implementation, as to not disrupt the current workflow. A CDIA+ must be fluent in the following:

- Electronic Records Management/COLD
- Integration with legacy systems
- Electronic Document Management Systems
- Business workflow
- Digital imaging technology
- Storage requirements
- Application interfacing to image enable existing systems

Q. How safe are my documents?

A. SSL (secure sockets layer), HTTPS, and user-level security are used for our web interface to access your documents. These technologies are the same as those used by banks and insurance companies to safe-guard their customer's data. Our user-level security system assures that members of your organization can see only the documents that they are authorized to see.

Q. How do I search and retrieve my documents?

A. Searching and retrieving is easy. If you're familiar with Google or any other online search tool, you'll be comfortable

with our system. You can search over the full text of your documents, or by fields that you specify.

Q. What type of documents can be scanned?

A. Any type of document can be scanned. Currently our limitations are on documents wider than 36" or longer than 10'. Documents ranging from 2.2" x 2.8" to 11" x 17" can be automatically fed through an ADF on a high-speed production scanner. Anything smaller than 2.2" x 2.8" will be scanned on a flatbed "exceptions" scanner, and anything over 11" x 17" will be scanned with a wide format scanner (aka blueprint scanner).

Q. What happens to my original documents?

A. Once digitizing of documents is complete, we can store them in our highly secured, temperature and humidity controlled storage facility. If the documents are no longer required after digitization, we can have the original paper documents destroyed.

Q. What is the standard format used to store images?

A. The standard format used for document imaging of business records is the TIFF CCITT group 4 file format. This format utilizes a 20:1 compression ratio and is not considered to be a lossy format (a lossy format uses a compression algorithm that causes some pixels to be lost upon decompression). Another standard format is the PDF (portable document format), which is mainly used for full text search and colored document applications.

Q. Which types of desktop operating systems are supported?

A. We utilize a web-based retrieval system. This means that if an operating system supports a web browser application, it will support our retrieval system.

Q. How much disk space does an imaging system typically require?

A. An 8.5" x 11" TIFF G4 image at 300 dpi on average takes up 51.36 KB of storage. A 700 MB CD can hold up to 13,956 images. A 60 GB hard drive can hold up to a 1,224,971 images.

Q. What image resolution should I use?

A. Generally 200 dpi is recommend for images that will be used for archival purposes only. 300 dpi is needed for any image that

will have OCR/ICR performed on it to provide more accurate results.

Q. What is OCR?

A. OCR stands for Optical Character Recognition. This is a computer program that translates images containing text into machine editable text.

Q. How accurate is OCR?

A. Accuracy of OCR recognition on a clean laser-printed page is typically better than 99.6%. Accuracy on dirty, faxed or degraded documents will be lower. We do have image clean-up technology that can improve OCR accuracy.

Q. What is the difference between OCR and indexing?

A. OCR is an automated process performed by computers to recreate text from an image. Indexing is the process of manual extracting data from fields that are predefined. Our indexing process uses double-blind keying, in which two data entry operators key the same data, which is then compared to each other for verification of the information.

9 File Formats

The standard file format used in document imaging is the Tagged Image File Format (TIFF). The advantages of using the TIFF file format are its scalability and it supports on almost every operating system. The TIFF file format supports black and white, grayscale and color images, and can be used for single page files or multipage files. There are several different compression schemes that can be used when creating TIFF files. The most common are CCITT Group IV (20:1 compression) and CCITT Group III (10:1 compression). The Group IV and Group III compression schemes requires a bitonal (black and white) image. Color TIFF images can be created using JPEG (Joint Photographic Experts Group) compressed images.

Once the images have gone through processing procedures we can convert the TIFF files into any desired format. Some of the more commonly requested file formats are PDF and DjVu.

The PDF (Portable Document Format) was developed by Adobe Systems and is used for representing two-dimensional documents in a resolution and device independent fixed layout document format. Adobe has a number of patents relating to the PDF format but licenses them in a royalty-free basis. The PDF format is mainly used for colored documents or documents that require the ability to perform full text searches. Like the TIFF format, PDF allows for single page or multipage documents.

The DjVu format was originally developed by AT&T Laboratories in 1996 and is a free file format. The DjVu format is considered to be a “lossy” format, meaning that the compression algorithms used to store the data do not allow for exact recreation of the bits when the image is recreated. DjVu files can be compressed at 5 to 10 times the compression of a JPEG file. The added compression allows for easier transmission of large blueprints or full color documents over the Internet or an internal network.

The available formats for delivery include, but are not limited to, the previous mentioned formats. We utilize open source image conversion software that allows us to provide conversion to any desired royalty free file format. If your imaging project requires a proprietary output format, we will make every attempt to facilitate that.

10 **Regulatory Compliance**

In recent years the mandates associated with corporate compliance for records management have increased. The Sarbanes-Oxley Act of 2002, the Security and Exchange Commission’s rule 17a, DoD 5015.2 and HIPAA are regulatory mandates that businesses must adhere to, and they deal directly with records management. These added mandates have stressed the need for many companies to switch from a departmental-based plan to an enterprise-wide records management strategy. In order to fulfill these mandates, reduce risks and reduce cost, companies have turned to Electronic Content Management (ECM). Digital imaging is a major part of integrating paper documents into Electronic Content Management applications.

Knowing the Regulations

In 1997 the Department of Defense issued the 5015.2 directive, which outlined implementation and procedural guidance for the management of records within the DoD's departments and offices. This directive has become an important guideline for maintaining proper records management techniques. This document does not give an actual example of an implementation, but does give guidelines for testing and maintaining sound records management practices. Many businesses and organizations, both private and public, have adopted the DoD Directive 5015.2 as a records management standard.

The Sarbanes-Oxley Act (SOX) was introduced in 2002 in response to corporate accounting scandals (Enron, Worldcom, etc). Any company that is publicly traded, public accounting firms or private firms that may become publicly traded are affected by this regulation. SOX makes destroying or tampering with accounting records a federal crime on the grounds of obstructing justice. SOX Section 404 outlines a public company's requirements for record retention. Records must be documented in a manner that allows auditors to view them. Not only must financial data be available for review, but approvals, verifications, authorizations, performance reviews, and policies/procedures must be available, as well. Document imaging can be a major step forward in your company's regulatory compliance strategy.

The SEC Rules 17a-3 and 17a-4 outline requirements for transfer agents, financial advisers, securities brokers, and investment companies in regards to inter-office communications, and communications with clients/customers, through means of electronic records.

Other regulation mandates, that relate to document imaging, are the Government Paper Elimination Act, the Federal Rule of Litigation Discovery and The Rehabilitation Act –Section 508. Executives face many challenges in their adoption of these new regulations. Implementing a secure digital imaging plan can help to ensure that your electronic records will be within the determined scope of these legislations.



**DOCUMENT & STORAGE
IMAGING & COMPANY**

Thank you for your interest in DISC!

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