

Document Management and Conversion Services

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Oxford Government Consulting's understanding and depth of support of document, claims, and records management mission activities can be demonstrated by our experience and success in claims intake, conversion, and mail handling services for our Federal Government clients.

We have assisted our clients in transforming their mailroom operations, document conversion, and records management services program operations to more efficient and centrally-located processes. Oxford has provided claims management, quality management, and shipping services support and expertise that has been critical to the success of our portfolio of Federal Government clients. Oxford has been and continues to be a primary execution conduit regarding mailroom preparation, indexing, scanning, and the quality assurance of disability claims as part of the paper to electronic conversion process.

Oxford offers our clients a full suite of document management services for all facets of document conversion, including: document preparation, scanning, quality assurance, indexing, document reassembly, image release/transmission of electronic digital media, as well as short- and long-term storage solutions. Oxford's document conversion services encompass a wide range of options, to include:

Document Classification: Document classification refers to the requirement for separation within files at the document level. Classification services include the ranges of different document types: None (Default), 2 to 5 Types, 6-10 Types, 11-25 Types, and greater than 26 Types.

Document Reassembly: Document reassembly refers to the action(s) taken upon completion of the scan process in which deposits either are returned to the original folder without any applied bindings or require of restoration actions beyond simply placing them into the original file folders. Document reassembly levels include: none (default), simple, partial, and full.

An Overview of Oxford Document Management Success

- Oxford staff in Mt. Vernon, Kentucky and Forest Park, Georgia are receiving benefits claims material, converting claims into paperless content, and are supporting mailroom processing and the short-term storage of claims files. Oxford staff support the upload and processing of millions of files every month into our clients' target systems.
- Oxford staff in Irving, Texas provide long-term storage and destruction support services to our clients.
- Oxford staff in Indianapolis, Indiana are supporting extraction and conversion scanning services for our Government clients.

Document Preparation: Document preparation includes the removal of all fasteners and bindings, flattening bent corners, photocopying, document orientation, making minor repairs, repositioning of smaller documents, inserting applicable separator sheets, and tearing tri-folds when necessary. Document preparation levels include: client-prepared (default), light, standard, and heavy.

Scan Resolution: Documents are scanned at client-required DPI. The default scanning is at 200 DPI.

Quality Assurance: By default, Oxford provides quality assurance by performing statistical quality control at acceptable client levels to establish the sample size(s), acceptance, rejection, and re-sampling parameters. Re-scanning parameters are determined and conducted as required. Clients may desire image clean-up services.



Indexing: Indexing creates necessary metadata fields to support standard search functionality to access the documents or data captured to facilitate a transaction or decision. The client will provide examples of the documentation with index fields identified prior to implementation of a project. Samples will be complete and representative. Any document type or variation not included in the project samples will be indexed at best effort, but not applicable to Oxford quality requirements. For manually indexed fields, Oxford will only capture data present on image. Blank or default values will be provided for missing or illegible data as defined by our client.

Image Output: Default image output will be a multi-page, image-only PDF, or multi-page TIFF image file for each document. Scanning projects requiring a Searchable PDF output in which OCR conversion produces the recognized text equivalent of the image contents, allowing Adobe Acrobat search functionality within PDF files and are priced accordingly.

Image Release, Transmission: By default, Oxford prepares images for release per the client's choice of DVD, USB, System Interface, or Hard Drive according to the client's file naming, directory structure, and metadata requirements. Image transmission service includes the electronically delivery of client files via secure transfer or system upload. Staff deliver images, indices, files, and/or extracted metadata to the client via client-defined delivery methods.

Various Contract Accomplishments

- Supporting the consolidation of claims files from 56 regional offices.
- Supporting the reduction in claim file digitization turnaround time from 13 to 5 days.
- Supporting the scanning program operations increase from 2 million images per month to more than 38 million images per month on key engagements.

Compliance Expertise: Oxford is highly skilled and adept to comply with strict operational Personally Identifiable Information (PII) mandates, to include security and privacy requirements, NARA records management procedures, and HIPAA compliance requirements.

Oxford GSA Schedule 36 Capabilities Office, Imaging and Document Solutions

51 504 Physical Records Management Solutions: Oxford provides the comprehensive capability to solve the complex challenges posed by the movement, manipulation, archiving, security, and management of physical records.

51 506 Document Conversion Services: Oxford supports state-of-the-art scanning of original document's text and graphic images into digital data, which is then transferred to a new media and formatted for use in our customer's document imaging and storage system.

51 600 Electronic Records Management Solutions: Oxford provides a comprehensive capability to solve the complex challenges posed by the movement, manipulation, archiving, security, and management of electronic records (supports NARA's Universal ERM Requirements).

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Contract Period April 10, 2017 – April 9, 2022

Clients/Partners



Results

"Oxford has supported the complex document scanning and data capture requirements surrounding large-scale customer claim files across our production operations. Results have included the execution of process improvements leading to increased efficiencies; reductions in claim file digitization turn-around times; and dramatically increasing scanning capacities across our utilized centers. Oxford has been and continues to be a primary execution conduit regarding mailroom preparation, indexing, scanning, and the quality assurance of documents as part of the paper to electronic conversion process for our business operations. Oxford continually provides quality improvements to achieve service level objectives for both digital image and index accuracy!" -- Client Manager