

Stria Partners with PSIGEN to Deliver Industry Leading Document Lifecycle Services

Stria (formerly Paperless Solutions) is a fast growing, nationwide provider of document lifecycle services. The company focuses on both conventional and mobile document imaging work. The Stria Lifecycle Method provides a complementary family of integrated services which turns documents into digital assets.

PSIGEN began providing Stria with advanced capture software in 2005. 'We were looking for a strategic software supplier that could treat us as a critical strategic customer, as much more than a number', said Jim Damian, President of Stria. 'PSIGEN has provided that and more'.

Application Engineering Excellence

By serving customers in the government, legal, financial services, and healthcare markets, Stria is experiencing rapid growth. Document imaging service requirements vary widely from engagement to engagement, and the demands placed on the advanced capture software system require tremendous flexibility. 'With a broad and diverse customer base, across many different vertical markets; Stria had two major requirements: 1) We had to have the ability to configure very complex scanning, separation and indexing scenarios in minutes without a technical IT type person or programmer and 2) we needed to port captured images, metadata, and searchable PDF into all kinds of different formats and document management systems, again without a programmer or IT person. PSI:Capture supports these rapid configurations and PSIGEN has partnered with us to develop the new migrations required by our customers. In addition, they have provided continuous industry and application engineering expertise to help us to define output formats, optimal capture workflow, separation methods, and related business processes to insure the most efficient and accurate production results. Stria's processing costs have significantly decreased since implementing the PSI:Capture system', said Damian.

Better Indexing and Quality Assurance

The most challenging process in any document imaging service operation is indexing. Stria has mastered use of the full set of tools available within PSI: Capture to automate indexing. Over 90% of the documents processed by Stria today are indexed automatically using the many methods built into PSI:Capture. Additionally, Stria gets extensive benefit from deploying the highly configurable separation, indexing, and the output options architecture which is built into PSI: Capture. Multi-dimensional separation scanning applications performed by Stria include patient medical records, student records, and legal matter files.

The Quality Assurance features within the product provide powerful tools that allow the operators to insure quality output of both data and images. Through the interface, users can switch from tree to data view, perform image processing, and use the products flagging system to perform a variety of functions. This fully featured module can be custom configured, and inserted at any step within the workflow.

Rapid Growth

Since forming in 2005, Stria has quickly emerged as one of the fastest growing document processing businesses in the world. Current processing capacity is about 2,000,000 pages per week. This capacity is growing at about 20% each quarter, driven by the unique value current and new customers receive from the Stria full document lifecycle model. Stria is currently running over 20 PSI: Capture station licenses, including multiple unlimited scan stations. The unlimited licensing model provided by PSIGEN has allowed for unmetered growth, without the concern over "per-click" charges, and changes in profitability.

New Technology Investments

One of the critical ongoing hardware investment sectors for the company is production scanners. After an exhaustive benchmark of high speed scanner alternatives, Stria has deliberately expanded the use of the new Canon DR X10C platform. Across a wide range of projects and paper types, the X10 C consistently proved superior at handling the widest range of paper sizes and quality....often at speeds above the system rating.

PSI:Capture has provided an easy growth path through its flexible and scalable application architecture. Images, metadata and configurations are centrally stored, and adding a workstation just requires entering the storage location.

Growth has also caused rapid expansion in the Stria internal information technology infrastructure. The current storage architecture is based on network attached storage running RAID 5 with disk to disk backup. The storage network will shortly migrate to a SAN (Storage Area Network) architecture featuring RAID 10.

The company Local Area Network is Gigabit Ethernet (GbE). The capture server system features dual GbE network interface cards 'link bundled' to provide 2 Gigabits per second of server throughput. The LAN also features 48 ports of GbE on two switches supporting VLANs, Quality of Service (QoS), and jumbo frames.

Conclusion

PSI: Capture is one of the core software systems driving document imaging services for Stria. PSIGEN and Stria have formed a strategic relationship built upon trust, responsiveness, and a commitment to consistently exceed customer requirements. Stria wanted a core capture system that was open architecture, supported by knowledgeable and responsive people, and evolving constantly to embrace new needs. PSIGEN and PSI: Capture have answered the call.

Solution Components in Summary

Capture Software:	PSI: Capture Enterprise 3.5 from PSIGEN Software
Content Management Systems:	Multiple
Scanners:	4-Canon DR X10C

About PSIGEN Software, Inc.

PSIGEN helps organizations convert content into managed digital assets. Our largest customers include service providers, business process outsourcers, and major corporations. We have significant customer concentrations in financial services, healthcare, manufacturing, retail, and energy. Our channel partners include document imaging value added resellers, major brand MFP dealers, Microsoft solution providers, and document management software vendors.

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About Stria

Stria (formerly Paperless Solutions) is a nationwide provider of document lifecycle services. The company has a deep focus on both conventional and mobile document imaging work. Stria is recognized as a leading provider of Scan-on-Demand services, E-Discovery services, Litigation support, Day-forward scanning projects and paperless records management.

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