

Nuance

Scan Workflow and Post-Processing Analysis

User Survey

This questionnaire will assist you and your organisation in systematically analysing paper-based flows of information and identifying potential for improving processes through digital transformation. More often than not, a subsequent evaluation of user behaviours then shows that scanning volumes are even higher than printing volumes. Data protection requirements and corporate reorganisations increasingly demand a decentralised approach to work, and location-independent access to information is therefore essential.

Location

Department

Function/role

Average scanning volume (in pages)

Day Week Month Year

**Average number
of pages per document**

**I use the following devices
for scanning**

Pages Scanner Multi-function device Smartphone

**Distance to the device
in metres (approx.)**

**If more than one device,
order by frequency (1-3)**

Scanner: Multi-function device: Smartphone:

**How often do you walk
this distance per day
for scanning?**

**How much time do you need
approximately per scan?**

Times

Seconds

Minutes

Scanned document types

Personnel records

Invoices

Delivery notes

Test reports

ID documents

Expert reports

Service

Repair reports

Credit applications

Warranty documents

Other documents

For scans on a multi-function device:

Without login With login With card With PIN/User/Password

Scanning workflow on the multi-function device:

Scan to mail Scan to folder Scan to fax Scan to e-mail

If more than one scanning workflow, order by frequency (1-5):

Scan to mail Scan to folder Scan to fax Scan to e-mail

The scanning workflow on the multi-function device is

Optimal Good In need of improvement Poor

The number of input/selection fields for the scanning workflow(s) is

Optimal Too large Too small

How often are additional steps required after the actual scanning process?

Always Often Rarely Never

Which steps do you generally perform after the actual scanning process?

| | | |
|-------------------------------|-----------------------|---------------------------------------|
| Detach e-mail attachment | Rename | Copy to temporary folder |
| Forward e-mail | Upload to SharePoint | Copy to final folder |
| Edit subject line | Upload to SAP | Manual filing (hardcopy) |
| OCR process (searchable text) | Upload to DMS/ECM | Dispatch via internal mail (original) |
| Upload to CRM | Convert to PDF/A(OCR) | Convert to Word |
| Convert to Excel | | |

Which scanning workflow(s) would assist you in handling your business processes even more effectively and quickly?

**How much time do you need approximately
for further processing after the actual
scanning process?**

Seconds Minutes

**Which department(s)/which location(s)
process the scanned documents after
you?**

**How often do you need to access scanned documents again as part of the same or different
business processes?**

Always Often Rarely Never

How often do you look for documents?

Day Week Month

**How much time do you need approximately
per search?**

Seconds Minutes

Where are these documents located/in which systems do you look for the documents?

E-mail inbox Network drive Home drive SharePoint
DMS/Archive ERP CRM Hardcopy archive

Elsewhere

On what basis do you look for documents?

Folder/target system directly File name
Index (e.g. customer number) Text within the document

How do you perceive your search for documents?

Optimal Good In need of improvement Poor

**THANK YOU VERY MUCH FOR YOUR TIME
AND FOR ANSWERING THIS SURVEY!**