

LEVERAGING STRENGTHS: WORKING TOGETHER TO GROW ECM PRACTICE

Since we were acquired by Konica Minolta in September 2016, the DocPoint Solutions (DocPoint) and Quality Associates, Inc. (QAI) teams have become a true component of the enterprise content management (ECM) practice of Konica Minolta's business intelligence service (BIS) division.

We continue our mission of supporting mid-size to large businesses, as well as federal agencies, while leveraging the vast resources of Konica Minolta to help support and expand our business process outsourcing (BPO) and content services (CS). In addition, our leadership teams are playing a role in the growth of the national Konica Minolta ECM practice.

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QUALITY
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QUALITY
insights

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Insights into Document Management



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QUALITY ASSOCIATES, INC. (QAI) provides services and solutions in Quality Assurance & Scientific Support, Information Systems, and Archiving. QAI maintains a broad client base such as federal and state agencies, chemical and manufacturing companies, financial and accounting firms, law firms, medical and research facilities, to name a few. From our inception, quality assurance and quality control have been the cornerstone of QAI.

Our QUALITY ASSURANCE & SCIENTIFIC SUPPORT DIVISION provides consulting services in the area of Good Laboratory Practices (GLP) and Good Clinical Practices (GCP) to regulated companies. It specializes in quality assurance and also provides scientific support for the conduct of regulatory studies.

Our INFORMATION SYSTEMS DIVISION specializes in the conversion of documents and other media to electronic formats. In addition, we provide our clients with cutting-edge solutions that address the many issues that document management brings to an ever-changing marketplace. We offer a full range of document scanning/imaging products and services that include hardware, software, integration services and training.

WORKING TOGETHER TO GROW ECM PRACTICE

Continued from front cover.

WORKING TOGETHER TO GROW A NATIONAL PRACTICE

As Konica Minolta looked to transform itself from a purely hardware provider to a solutions provider, the ECM practice was developed. Initially the practice was a regionalized offering. In the past year the sales and operations teams from across the ECM practice have worked together as one team to implement scalable, repeatable business processes. Those processes, in combination with showcasing the expertise of the employees throughout the practice, has allowed us to grow as a national organization.

Over the past year, team members from across the Konica Minolta ECM BIS practice have worked together to learn all the services and solutions available to current and prospective clients. This has changed the way the practice as a whole approaches document scanning and conversion projects. Instead of looking at a project as an isolated event—digitizing documents—we are all asking questions to determine the business drivers of digitization. From here we can not only determine the best process for scanning and converting documents, but can provide a complete paper-to-cloud ECM solution that supports current and future business needs all under the Konica Minolta umbrella.

THE FUTURE

Like any business, as the national ECM practice grows, the scalability of our solutions and services is critical for our success. Our team continues to optimize our processes across all divisions in order to continue to deliver solutions that are based on our clients current and future business needs—no matter how small or large the operation.



SCOTT SWIDERSKY
President

MESSAGE FROM THE PRESIDENT

Over a year has passed since Quality Associates, Inc. (QAI) became a part of Konica Minolta Business Solutions U.S.A., Inc. (Konica Minolta). While we continue to operate as an independent subsidiary, we have become an integral part of the Konica Minolta team and culture.

**THE SYNERGY BETWEEN KONICA MINOLTA,
QAI AND OUR AFFILIATE, DOCPOINT SOLUTIONS,
ALLOWS US TO PROVIDE OUR CLIENTS WITH
COMPLETE PAPER-TO-CLOUD SOLUTIONS.**

Our business process outsourcing (BPO) offerings are expanding as we leverage the resources provided by the acquisition and the company has continued to be profitable over the past year. Our operations team has taken on new roles, sharing the business processes we have fine-tuned in our more than 30 years of operation with our Konica Minolta counterparts to help the ECM practice grow.

It has become clear that the synergy between Konica Minolta, QAI and our affiliate, DocPoint Solutions, allows us to provide our clients with complete paper-to-cloud solutions. From mid-to high-volume document conversion hardware and services to BPO and CS solutions, new and existing clients will be able to find the perfect solution to meet their needs, all under the Konica Minolta umbrella.

As we move forward, clients will experience the same level of quality service that they have known in the past, and will benefit from QAI's wider range of offerings. Our partners will continue to benefit from the available opportunities made available by our expanded Konica Minolta network. We look forward to the year ahead and having you as a part of it.

MAKING YOUR BUSINESS BETTER

An important step that is often overlooked in projects is the business analysis/proof of concept phase—especially when it comes to digitizing paper content. Take the time to determine the business drivers behind the project. Approaching a project from this angle ensures that the solution proposed meets both your organization's current and day-forward business needs.

At QAI, our goal has always been to help potential customers fully evaluate their current needs and find viable solutions that truly work for them. We examine the impact a solution can have on customers' situations and how it can benefit them long term. Our job as IT service providers is to deliver solutions that will make your business better.

That is the concept behind Konica Minolta's Workplace Hub solution. Workplace Hub is a new technology designed around people and business processes. Until now, compatibility between systems has been one of the great obstacles to productivity at work. New innovations are on the horizon. Workplace Hub seamlessly configures systems, devices and software. By removing this barrier and adding intelligence-based services, you are able to create a workplace solution that learns and adapts to its users. As the solution adapts to the way a business operates, processes and workflows become simpler, encouraging collaboration.

Whether it is a comprehensive all-in-one solution, a one-off, custom third-party application or a script to enhance your content services solution, QAI's focus on understanding your business processes ensures we provide solutions that address the complete spectrum of our clients' needs. It is our mission to make sure you unlock your business' full potential and gain a true competitive advantage.




BY CHRIS SWIDERSKY
Technical Director



**WORKPLACE HUB
SEAMLESSLY CONFIGURES
SYSTEMS, DEVICES
AND SOFTWARE.**

THREE WAYS CONTENT SERVICES CAN **SAVE** YOUR COMPANY **MONEY**

A CS PLATFORM MAKES
ACCESSING INFORMATION **FASTER**
AND COLLABORATION EASIER
THROUGHOUT THE COMPANY.



One question we have heard constantly is “How can we do it cheaper?” Companies are always looking for ways to save money while increasing productivity. Implementing a content services (CS) solution can help your company do both. Here are just three ways implementing CS can help you save money and increase productivity:

1

REDUCING OFFICE SPACE COSTS

Digitizing your archives, as well as your current paper forms and processes, with content services eliminates the need for additional storage. This enables your company to cut costs by reducing its office space. In addition, CS tools can automate repetitive tasks, like document imaging and storage, which cuts down on administrative expenses and enables employees to focus on other tasks.

2

MAXIMIZING TECHNOLOGY INVESTMENT

A CS solution does not mean spending hundreds of thousands of dollars a year in licensing fees and management personnel. If your company owns an enterprise license from Microsoft you are already paying for SharePoint. Therefore, using SharePoint as a CS platform maximizes your company's current technology investment.

3

INCREASING EFFICIENCY

With paper storage, improper labeling or a lack of inventory management could mean employees waste hours going through boxes to find the information needed. A CS platform makes accessing information faster and collaboration easier throughout the company. In addition, with SharePoint third-party applications, your company can automate current paper processes, such as vacation requests, expense reports and other approvals—further improving staff efficiency and client satisfaction.

Once a content services solution is in place, your company will realize cost savings, cultivate collaboration, improve efficiency and increase client satisfaction.



BY SCOTT MONEY
*Director of Technology
and Solutions*

WHAT'S NEW WITH OUR KEY PARTNERS



Kofax is a leading provider of software that simplifies and transforms the First Mile™ of business, dramatically improving the customer experience, greatly reducing operating costs and increasing competitiveness, growth and profitability. QAI has been a valued Kofax partner for more than two decades.

With QAI now under the Konica Minolta umbrella, Kofax and Konica Minolta have partnered to bring an even broader array of innovative solutions, services, and expertise to customers, extending value beyond the standard product lineup. Both QAI and Konica Minolta have consistently performed at the top tiers in the Kofax Partner Program, and their sales and technical expertise is viewed as a tremendous asset to the Kofax sales organization.

A newly introduced Kofax Global Partner Program will bring even greater value to the QAI/KM team as it opens up new product opportunities with the ReadSoft and Perceptive Software product lines which are now under the Kofax brand.

“With QAI joining the Konica Minolta team, we see even more opportunities for the Kofax product suite to be introduced and expertly delivered to a broad base of customers that Konica and QAI serve” said Christian Cares, VP, Global Channel at Kofax. “Customers are demanding product and delivery depth. Konica’s capabilities allow them to provide customers with exceptional ROI around our joint solutions.”



PSIGEN
software inc.

QAI has partnered with **PSIGEN Software, Inc.** to provide customers with access to the most advanced document capture solutions on the market. PSIGEN’s advanced capture software, PSICapture, is a single platform designed to meet all the capture needs of an organization—from document scanning and import, to data extraction and integration with any document repository.

“PSIGEN has always had a committed focus to our reseller channel. All of us at PSIGEN are excited to work with Quality Associates, especially with DocPoint’s significant focus on Microsoft SharePoint and Office 365,” says Glenn Johnson, president of PSIGEN Software, Inc.

The partnership between QAI and PSIGEN further benefits customers by providing a scalable, versatile solution to suit any organization. PSIGEN’s capture products can scale up or down to accommodate both growth and downsizing. They are also able to integrate with virtually any network scanner, fax system or multifunction printer, allowing for total flexibility during the import process. Focused on efficiency, cost-effectiveness, and scalability, PSIGEN is the industry leader in advanced document capture.

CUSTOMER TESTIMONIALS

XADEAN AHMASI

*President/CEO/Chairman
BizTech Fusion*

biztechfusion.com



In late 2016, when an important client came to us requesting their documents be converted from paper to electronic form, we knew we needed additional resources to be able to provide a competitive bid.

While the BizTech Fusion team was able to address the business objectives and parts of the technical goals, we sought a trusted partner that could offer document conversion expertise. BizTech had previously worked with QAI and, in our experience with their past performances with other federal and city government deals, it was an easy decision to bring them on board for this project.

The initial scope of work called for a joint team effort to scan and manage over 250,000 pages within a 90-day timeframe. QAI was responsible for the scanning deliverable while the BizTech Fusion team handled the business process and data storage requirements. However, only six weeks before the scheduled end of the project, a shift in the client's priorities occurred whereby they requested that we double the number of documents to be converted, increasing the target goal to 475,000 pages within the same 90-day timeframe. The QAI team met the call and did a fantastic job of instantly ramping up to meet the new conversion page count target.

BizTech Fusion was fortunate to have had an established relationship with QAI and have found a win-win synergy throughout this joint effort. Based on this collaborative alignment and proven relationship, we are looking forward to more joint wins in the coming years.

QAI WELCOMES THE FOLLOWING NEW CLIENTS

Surface Transportation Board
Henkel Corporation
CPower Energy Management

PHILIPPE HOMASSEL

*Director, IT
Johns Hopkins Carey Business School*

carey.jhu.edu



In order to make more efficient use of office space while simultaneously introducing a paper-free admissions process, we sought to regain valuable office space by digitizing the hundreds of thousands of pages of paper student records housed in file cabinets. Although our department relied on a digital student application system, it still generated a good amount of paper—once the data became an official “student file,” our admissions team had to print and store the paper documents. This process resulted in us having to search various locations in order to find the right files, ultimately pushing us to recognize the need for a better way to access and collaborate on the same information.

Recommended by the Johns Hopkins Central IT team, we selected DocPoint Solutions (DocPoint) due to its SharePoint expertise that would help us take advantage of the university's centrally managed SharePoint 2013 environment. From there, DocPoint brought in its parent company, Quality Associates, Inc. (QAI), to handle the document conversion process. QAI scanned and digitized approximately 150,000 pages of student records, which has enabled easy search and retrieval.

Today, staff members are experiencing greater productivity, as we are accessing, sharing and collaborating on information from various office locations using SharePoint. As a result, we are also able to handle more applications and other admissions documents without increasing the existing staff.

CASE STUDY: QAI PRESCRIBES LARGE-VOLUME SCANNING SOLUTION FOR THE OFFICE OF MEDICARE HEARINGS AND APPEALS

BACKGROUND AND CHALLENGES

The U.S. Department of Health & Human Services' Office of Medicare Hearings and Appeals (OMHA) administers appeal hearings for the Medicare program. Created by the Medicare Modernization Act of 2003 to simplify the appeals process, the organization is responsible for "Level 3" claims appeals within the five-level structure.

Since opening its doors in 2005, OMHA has processed approximately 585,000 appeals, representing millions of pages of written hearing requests. Unprocessed appeals in backlog, which were previously stored at a National Archives and Records Administration (NARA) warehouse in Dayton, Ohio, numbered more than 9,500 boxes. On top of that, OMHA receives thousands of new hearing requests each week.

With the goal of creating a paperless office environment and complying with the Presidential Directive on Managing Government Records, OMHA sought a way to capture, manage, store and preserve these hearing request files in an electronic format. As a result, the organization would be able to easily search for, retrieve and view appeal files and the information they contain.

SOLUTION

OMHA contracted Quality Associates, Inc. (QAI) to spearhead the project. QAI worked with its partners, IBM and ibml, to devise a secure, sophisticated, customized scanning and electronic document management solution capable of processing one million pages per month.

Consisting of scanners, analytics software and quality control procedures, the solution entailed a LEAN, Six Sigma process to ensure an effective, pull-based workflow. First, staff members conducted an inventory for each box of records, creating file names and associated barcode labels. This information was entered into an

IBM-developed inventory tracking system, which tracks the boxes and files as they move through the scanning process.

Once files were prepared, each document was scanned using ibml's ImageTrac-Lite scanner, and ibml's SoftTrac Capture Suite (SCS) to read each barcode and intelligently name the file within the system. With the ability to scan 286 pages per minute, the ImageTrac provided the capacity to handle OMHA's sizeable backlog.

After the documents were scanned, ibml's SCS Quality Control module processed each image to remove imperfections and rotate documents. Next, QAI's quality assurance (QA) team performed an image check, manually reviewing each and every image to ensure proper manipulation, accurate folder/file names, readability and more.

After the documents passed quality control, they were converted into searchable PDFs using ibml's SCS PostScan module. The entire scanning and capture process was centrally managed by ibml's SCS Analytics, which provided a holistic view of performance metrics across the capture operation.

RESULTS

The QAI-designed solution is processing 30 boxes per day, consisting of 1,800 pages per box, for a total of 54,000 images/pages daily. This throughput rate allows QAI to process approximately 270,000 images/pages per week, thereby meeting OMHA's requirement of scanning 1 million images/pages per month. Thus far, QAI has taken possession of more than 5,600 boxes with 10 million pages.

With its large backlog of files scanned and indexed, OMHA is one step closer to a paperless office. It is also achieving the goal of more efficiently managing its records and ensuring the long-term preservation and security of all documentation.

DocPoint Corner

BUILDING STRATEGIC PARTNERSHIPS WITH SYNERGY



BY MIKE RATIGAN
Vice President, Sales

In 2008, DocPoint Solutions was established as an interdependent and complementary SharePoint business to QAI in response to the growing number of organizations struggling with storing, accessing and sharing information across the enterprise. By leveraging QAI's existing knowledge of document management—converting, scanning, classifying and digitizing information—DocPoint could then provide a full range of consultative SharePoint solution services and support to help clients store and share information across the enterprise.

“WITH A BROADER RANGE OF CS, SHAREPOINT AND BUSINESS PROCESS OPTIMIZATION CAPABILITIES, QAI AND DOCPOINT HAVE BECOME AN EVEN MORE STRATEGIC PARTNER TO OUR CLIENTS...”

Although this form of synergy may be nontraditional, the resulting benefits to both customers and partners have caught the attention of many in the industry, including Konica Minolta Business Solutions U.S.A., Inc. (Konica Minolta). In September 2016, QAI and


DocPoint joined forces with Konica Minolta as part of its expanding ECM practice.

“With a broader range of content services (CS), SharePoint and business process optimization capabilities, QAI and DocPoint have become an even more strategic partner to our clients by being able to offer them expanded and more comprehensive long-term solutions under the Konica Minolta umbrella,” said Mike Ratigan, vice president of sales, DocPoint Solutions.

Now, between QAI's document imaging solutions, DocPoint's SharePoint services and Konica Minolta's nationwide ECM practice, clients have a single resource for everything that is document management. Before any organization can modernize, they need a comprehensive business process optimization strategy for taking physical paper content and designing a day-forward process. This is where QAI, along with Konica Minolta's multi-function devices extend our offering by focusing on content. From there, DocPoint helps businesses ingest this content and create a SharePoint environment that fosters collaboration, increases efficiency and solves business challenges. This synergy takes the client from paper-to-cloud while keeping it all within the Konica Minolta system solution.

INSIDE BUSINESS DEVELOPMENT

ONE COMMON THEME WITHIN THE
COMPANY IS **TEAMWORK.**



It's been over a year since QAI was acquired by Konica Minolta, and we continue to grow our business portfolio—and our team. This year, we made two strategic hires: John Burgess, senior content services sales consultant, and Lansley Charles-Pierre, technical solutions engineer.

For more than 20 years, John has navigated the multi-function device (MFD) landscape—including MFD manufacturers going through the transformation from selling products to providing complete content management solutions. Lansley brings more than nine years of technical expertise and training background to the team.

IMPRESSION OF THE COMPANY

“The reason why I came to QAI was because the company has already made the transition from selling products to selling services and solutions,” said John.

One common theme within the company is teamwork. The company's lean team accomplishes a great deal through developing repeatable, scalable processes—and keeping a personal touch.

“When we have a question for a team member, we walk down to their office and have face-to-face conversations,” said Lansley. “It makes the team stronger and we solve problems in less time than if we tried to solve the problem through email or Instant Message.”

TECHNICAL EXPERTISE—FROM THE FIRST CONVERSATION

With the addition of Lansley as technical solutions engineer, prospective clients are met with technical expertise for the first conversation. His experience as an educator means he can just as easily get into the technical details of a solution as he can elevate the conversation to explain how our services can help prospective clients meet their goal.

LEADING WITH BUSINESS ANALYSIS

“One thing that stands out for me is our overall consistency in our strategic go-to market message, we always lead with a goal of solving business challenges and guiding companies to reach their desired business outcomes. Often times it starts with a business analysis,” said John.

The centerpiece to determining those business outcomes is discussing the reasons prospective clients want to convert their paper documents into digital files. But that's just the beginning. The team digs deeper to determine how prospects can gain the most value of these digital files by helping companies determine how they can use them in their day-forward strategy and optimize business processes.

CONTINUED GROWTH

Going forward, QAI expects continued growth. With the influx of opportunities from Konica Minolta, as well as from the team itself, QAI will expand our reach in both the Federal and Commercial verticals. This expected growth is due in large part to the value and importance the team places on offering prospects not only a solution for their conversion project, but a solution that considers their business goals and finding the best solution that QAI, DocPoint Solutions and Konica Minolta as a team can offer.



BY JOHN BURGESS
*Senior Content Services
Sales Consultant*



BY LANSLEY CHARLES-PIERRE
*Content Services
Senior Solutions Engineer*

QUALITY ASSURANCE & ARCHIVAL SERVICES



BY PAUL SWIDERSKY

Executive Director, Quality Assurance & Scientific Support

Quality assurance and quality control have always been the cornerstone of Quality Associates, Inc. (QAI). Our Quality Assurance & Scientific Support division provides consulting services in the area of Good Laboratory Practices (GLP) and Good Clinical Practices (GCP) to companies on FDA and EPA regulations. GLP applies to non-clinical safety and environmental research during the development of new products such as medicines, medical devices, industrial chemicals and pesticides. GLP gives assurance that study data submitted to government assessors is accurate and valid. On the other hand, GCP is an international ethical and scientific quality standard for designing, conducting, recording, and reporting results of clinical trials that involve the participation of humans. QAI is continuing to expand its capabilities in these areas to better serve our customers.

Notably, our staff of quality assurance professionals come from specific scientific backgrounds, such as physiology, toxicology, microbiology, chemistry, field research, and many more. Therefore, they conduct quality assurance functions under GLP and GCP with an extensive understanding, allowing them to evaluate and create quality programs which meet the challenges of today's regulatory environment facing our clients.

In addition, QAI also maintains a fully compliant GLP archive for storage of documents, research specimens and e-data. Since its acquisition by Konica Minolta, QAI has already started to expand its current archiving footprint to an even larger space and develop a new archival database system that will be web-capable and allow our clients immediate access to their information.

WHAT'S IN AN ACRONYM?

- BPA:** business process automation
- BPM:** business process management
- CS:** content services
- ECM:** electronic content management
- EHR:** electronic healthcare records
- EMR:** electronic medical records
- IDR:** intelligent document recognition
- MCS:** managed content services
- MPS:** managed print services
- OCR:** optical character recognition
- RM:** records management
- RPA:** robotics processing automation

Information in Motion

2018 USER CONFERENCE

*10th
Annual*

Today's organizations are looking for ways to leverage data to develop actionable plans based on insights into their business operations and customers. At QAI and DocPoint Solutions' 9th Annual User Conference, more than 250 industry experts, thought leaders and technology professionals came together to discover the value of information by sharing and discussing the latest content management solutions, strategies and best practices that help businesses improve collaboration, develop efficient business processes and mine content for actionable data.

This year's theme, Information in Motion, will provide an experience like never before. The day will begin with an insightful keynote presentation, followed by demos, customer-related case studies, workshops and breakout sessions featuring QAI and DocPoint subject matter experts, industry thought leaders and other technology professionals. New this year, we will also be featuring our "Conference Fair." Attendees will have the unique opportunity to engage and interact with sponsors through workshops to learn more regarding the newest technologies that can help solve the most pressing business challenges.

We hope to see you at National Harbor on May 16!

For more information about the 2018 User Conference, visit: uc2018qai-docpoint.com.
Please contact Ryan Bortz at Ryan.Bortz@docpointsolutions.com for the registration code.

EMPLOYEE
SPOTLIGHT**SPENSER
WILKERSON***Project Supervisor*

For Spenser Wilkerson, life is all about the unexpected. For some, unexpected journeys might sound unnerving, but for Spenser, his unexpected journey led him to Quality Associates, Inc. (QAI).

Spenser began his early childhood in Louisiana. But due to being a part of a military family, he moved to Fulton, Maryland when he was 12 years old—conveniently right down the street from QAI's office. Fast forward to 2008, when a friend of his suggested that he apply for a temporary position with the company. Now, nine years later, Spenser is a project supervisor and responsible for overseeing client projects and any special requests.

"Every day provides me [with] a chance to learn more about our clients, our company and solutions. I enjoy that we all know each other here at QAI, as well as the constant challenge to develop new solutions to meet our clients' needs," said Spenser.

While Spenser's life has been full of the unexpected, there is still one constant: his family. Spenser credits his commitment and work ethic to his father. He grew up watching his father work as a laborer; a profession that takes dedication and perseverance. While Spenser ended up in a career that did not quite emulate his father's, he still uses the inspiration of watching his father work tirelessly for others.

Today, Spenser lives in Maryland with his son, Ethan, and their dog, Bella. He finds taking care of his "awesome" son a joy and enjoys keeping busy with home improvement projects.

KONICA MINOLTA & QAI
GIVE BACK

For Quality Associates, Inc., a Konica Minolta company, there's no place like home. We are proud to be a part of a company that is actively helping keep its local community healthy and vibrant by supporting various charities and organizations.

MARYLAND FOOD BANK & OCEARCH

During our annual Holiday Party, QAI employees generously donated canned food to the Maryland Food Bank. In addition, a valuable donation was made to OCEARCH, a world leader in generating critical scientific data related to tracking and biological studies of keystone marine species, in conjunction with conservation outreach and education.

HEALTH AWARENESS

290 Konica Minolta employees participated in Movember, an annual event involving the growing of moustaches during the month of November to raise awareness of men's health issues. Employees raised an amazing \$12,853, and the company donated an additional \$5,000!

In honor of National Heart Month, Konica Minolta invited employees and customers to share their photos using the #bizhublove hashtag. For every picture posted, the company donated to the American Heart Association. More than 100 photos were shared, and Konica Minolta donated \$2,500 to the cause.

FOOD FOR THOUGHT

Konica Minolta initiated a "Food for Thought" summer food drive, during which more than 15 Konica Minolta locations across the country participated. As a whole, the company collected and distributed nearly 9,200 items to local food banks.

EDUCATIONAL SUPPORT

To work towards its mission of improving early childhood education, Konica Minolta created the annual initiative, Books2BETTER. Konica Minolta employees at offices nationwide gathered and donated books to underprivileged young readers in their local communities.

In addition, 20 Konica Minolta offices across the U.S. worked with local schools and youth organizations in a Back-to-School Drive. This resulted in more than 7,000 school supplies being donated to local students in need.



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Schedule 36
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