



The admin staff can now be given the ability to access all electronically filed information that has been entered. ”

Matthew Bass, Manager of Information Technology – Jacob K. Javits Convention Center

kwiktag[®]

Digital Filing for the Enterprise

Jacob K. Javits Convention Center | New York, New York

Customer Profile:

The Javits Convention Center

Designed by world-renowned architect I.M. Pei, the Javits Convention Center has been one of New York City's premier event venues since 1986. This modern glass building encompasses five city blocks, boasts 814,400 square feet of exhibit space in 11 separate halls, and can handle up to six major shows simultaneously. Every year, Javits hosts an average of 80 major trade shows and conventions along with 70 additional special events, which translates to an average of 2.5 million people a year or 85,000 people daily.

The Challenge:

Customer Service

Each time a trade show, convention or event occurs at Javits the staff has to repurpose the facility space to meet the customer's customized requirements. The Center requires that every exhibitor complete a multi-page work order that details needs like electricity and networking, to decor and billing requirements, so staff can meet each company's specific requirements.

Once a show was finished, Javits would use a microfiche system to capture documents related to the work orders such as sales status, purchasing, licensing, accounts receivable and cash applications. Although this process reduced the piles of paper, there were fundamental problems that made it a cumbersome solution. For example, employees had to take turns on a single microfiche reader to research information. The standard response to callers requesting information was, "I'll call you back." It would then take hours or days to locate the information and return the phone call.

"Microfiche definitely does not provide real-time access to information and there were major inefficiencies related to staff time and storage space," said Matthew Bass, manager of information technology at Javits.

Overview

Summary

The outdated microfiche system of document imaging Javits employed was inefficient and resulted in unnecessarily long response time to caller's inquiries.

Departments

Javits Employees that Sell and Support Facility Space and Services for Exhibitors

Documents Scanned

Multi-page Work Orders
Trade Show Documentation

Solution

KwikTag Basic

The Solution:

Paper-to-Digital

The huge convention center clearly needed a more efficient solution. In today's fast-paced world of incoming paper and its intersection with technology, IT expert, Bass, knew there had to be a way to capture and retrieve documents before, during and after each show. Investigations into scanning systems always revealed a common set of concerns: they were costly, complex, and forced a change in paper workflows. Heeding the advice of their Océ® sales representative who sold them a multi-function device (copier/scanner/printer), the Javits Center participated in a KwikTag® demonstration and realized they had found the solution to their problem.

Within a month, ImageTag had proposed a solution and installed the first KwikTag server for 15 users. It took less than 30 days for Javits to expand the system to 25 users, who then scanned more than 70,000 documents into KwikTag in just nine months. Javits then expanded KwikTag to additional departments and tripled its KwikTag capacity.

"Now, all our employees have easy access to electronically filed information," said Bass. Because KwikTag is available at employees' desktops, retrieval of information takes seconds, not hours. Index and capture of paper documents is also fast and easy due to KwikTag's user-friendly software interface and the system's compatibility with existing office equipment.

Gone are the microfiche equipment and storage boxes and in turn, office space has been recaptured. Job satisfaction has greatly improved and now, rather than waiting in line for time at a microfiche reader, information is retrieved digitally from desktop computers.



Results

Time Savings

Using KwikTag, it now takes staff members only a few minutes to gather and transmit mission critical information.

Customer Satisfaction

Since information can be accessed immediately with KwikTag, staffers are responsive to the needs of both internal and external customers.

Better Organization

KwikTag's client tools allow a variety of instantaneous views of documents within the network file cabinet. Now that documents are digital, they can be viewed and managed as digital assets rather than individual paper records.

Security

Digital information is dramatically easier to secure than physical file cabinets or boxes of microfiche and allow simultaneous access to the people who need it.

Disaster Recovery

Jacob Javits served as a recovery center for New York City after the events of 9/11. These events demonstrated how much of a business' critical information is still on paper and unprotected. Prior to KwikTag, the Javits Center's only records were on paper and microfiche, but now that their critical information is digital, the department can back up the files every night.



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