



YES, WE SCAN!

Documents Scanned. Archives Digitized.

PERFORMANCE AND SECURITY GUARANTEES

- Q. Can you guarantee that all my documents have been scanned?
- A. **Yes! Our unique 'hands on' system has been carefully designed, tested and proven to ensure that each page is observed and verified during the two key processes of Document Preparation and Document Scanning. Our proven systems, actively operating since 2008, enable us to guarantee that 100% of source documents have been satisfactorily scanned and indexed.**
- Q. What percentage of pages are likely to be missed in the scanning process?
- A. **0% - Zero percent! YWS operates on the premise that anything under 100% efficiency must be unacceptable, since records are being preserved for future reference.**
- Q. Do you pick up boxes or do we have to deliver?
- A. **We pick up and return boxes within the City of Ottawa. Cost for this service is usually included in the agreed project rate. Separate quotes are provided as needed.**
- Q. How do you charge for your services?
- A. **We typically base charges on an agreed rate per page. This rate is always market-competitive and considers the physical condition of the documents to be digitized. Pre-project assessment includes: size and quantity of pages/sheets; single and double sided; file naming requirements; removal and/or replacement of sticky notes; re-assembly of documents if required; optional storage of boxes; requirement for document shredding; return of scanned boxes/contents; black & white, colour, or grayscale scanning; final deliverables; OCR processing for text searchability. We track the hours require to execute each project and incorporate this into final project billing. All of the above information is transparent to our customer.**
- Q. Can you describe your process for digitizing documents?
- A. **Our processes are proprietary; however, we confirm performance of the following steps, which include detailed hands-on Quality Control procedures throughout the project:**
- Document Prep/Scanning and Reassembly if required
 - Quality Control - 3 levels: Pre-scanning page cleanup; Image & Page count accuracy; Indexing accuracy.
 - Schedule of Deliverables, with Optional Deliverable Formats



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Q. What security is in place to protect our information?

A. **Six Levels of Security are in place to support our daily operating procedures, 24/7**

- 1. Highly experienced personnel with established security credentials (Protected B) prepare, scan, index and name all digitized files.**
- 2. 24-hour electronic monitoring of physical premises with security response as needed.**
- 3. Our production sites & processes and physical document storage areas are not accessible by unauthorized persons, visitors or the public. Access to our customers' documents is only permitted to designated skilled personnel.**
- 4. Client documents for a given project are typically assigned to one or two employees specifically designated to that project. Employees sign a binding non-disclosure agreement that is specific to each digitization project to which they are officially assigned.**
- 5. Our premises do not permit street level access to any of our scanning, indexing and administrative procedures or our storage facility.**
- 6. Daily visual monitoring of the production facility is performed by senior personnel.**

Q. How long does the scanning process take?

A. **This is determined on a case-by-case basis – usually depending on our customer's scheduling requirements.**

Q. Is there any work required from customers beforehand?

A. **The answer is "No". Customers typically review the pre-project assessment, then approve the process and commitments as specified in our detailed project proposal. Their approval assigns to us the responsibility for executing the project in fulfillment of the quote and statement of work that has been mutually agreed upon.**

Q. How are we billed for your work?

A. **Invoices are typically issued biweekly, monthly, or at end of project, payable in 7 days, preferably by EFT.**



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Q. Can we verify work quality before paying invoices?

A. Yes. Invoices are accompanied by the agreed deliverable (typically USB Flashdrive, or PDF uploads to a secure portal provided by Client); Client specifies the boxes they wish to be returned for examination and review, after which payment is issued.

Q. Do you offer lower pricing for larger volume?

A. Yes. This typically applies to large volume long term projects. Pricing is quoted according to estimated page volumes, quantity of files to be processed, and other project requirements.

ACCOUNTABILITY & SECURITY

- **File Recall:** A simple email or telephone request ensures delivery of required information within 48 hours, typically by electronic communication.
- **We maintain 24-hour monitoring, with timely dispatch of law enforcement personnel as needed.**
- **Document handling, scanning and storage are supervised by senior qualified technical personnel, who also provide added high-level oversight to the production and processing functions.**

ADDITIONAL PROTECTION:

- **Our production site is a fully dedicated floor specifically designed for YWS scanning and indexing operations. This is a closed site and entry is 100% permission based.**
- **Security of the operational layout is further enhanced by night & day (virtually 24/7) personal monitoring from YWS owner/management.**
- **CC video camera coverage expands our security lineup, along with electronically monitored locks at entry door access points.**
- **Boxes due for scanning, are stored and scanned in a secure climate-controlled environment.**