



Finding a Capture Solution for Multiple ECM Offerings



MFP Dealer uses PSICapture as a Standardized Capture Offering for any ECM System

Since 1955 the RJ Young Company has provided businesses in Tennessee and four surrounding states with best of breed office equipment and innovative document solutions, all backed by their award-winning service. With over 450 employees, the company is the third-largest independent dealer of its kind in the United States and has been recognized by *Office Dealer* magazine as one of the country's 50 Best Office Equipment Dealers.

The Problem

With a broad customer and prospect base, RJ Young deals with businesses of all shapes and sizes. To deliver market-appropriate solutions, the company offers three different enterprise content management (ECM) systems with different price points and feature sets to meet a broad range of requirements. Training technical and sales personnel on all the capture aspects of each system became an issue, and personnel were unable to be proficient in all three. They also began to run into customers that needed capture solutions to link MFPs to other ECM systems. "There was way too much for our technical folks to learn, and we were looking for a general capture product that could work with all our current systems, but also stand alone," said Lee Rummage, Director, Image Works / RJ Young.

Solution Requirements

The capture solution RJ Young selected needed to be versatile enough to connect with a wide variety of MFPs, as well as the three ECM systems the company offers. In addition, the solution would need to be simple enough from an end-user perspective for the company's technical and sales personnel to be able to learn it quickly. Finally, the product had to not only be compatible with the existing systems RJ Young offered, but also had to work well as a standalone application.



The PSIGEN Solution

RJ Young has standardized on PSIGEN PSICapture for their advanced capture offering. “PSICapture is less expensive, easier to configure and has given our customers an easy-to-use capture alternative versus costly and difficult-to-administer competitive products,” said Lee Rummage. “What we get with PSIGEN as a company is top shelf /A1 support from the President on down technically, and a true partner that understands our business. We just don’t see that in many of the other software companies we have dealt with in the past.”

Conclusion

With PSICapture, RJ Young now has one document capture product that it can offer to users of multiple MFP and ECM systems. The staff is no longer burdened with mastering multiple capture programs and can confidently offer their customers a robust, integrative product to meet all their capture needs.

Solution Components in Summary:

Capture Software:	PSIGEN PSICapture Enterprise
Content Repository:	Various ECM Systems
Scanners:	Various MFPs

About PSIGEN Software, Inc.



PSIGEN is the innovative leader in advanced capture applications dedicated to helping companies automate document processing by extracting data and utilizing it to name, index, format and route documents along the electronic path to storage. The lasting result is a more productive end user, using fewer mouse clicks and keystrokes, accomplishing complex and powerful document workflows. 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.