State of Hawaii

A Proposal To Provide Hawaii Document Images and Scanning Services

December 3, 2002

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Opportunities

- To implement cost efficient processes to produce scanned images
- To obtain timely and cost efficient access to BOC recorded document images

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Challenges

- BoC systems do not allow customers to download images
- Duplication in scanning effort – TG is scanning the same paper as BoC staff
- Inexperienced staff at BoC require more time to complete scanning tasks
- Delays in obtaining paper from BoC staff leads to delays in completing the second scanning process
- Reduction is service to BoC customers
- Overall appearance less than positive – diminishes the value of the new systems upgrade at the BoC

Our Proposed Services

- TG will provide labor for image capture for new recorded documents
- TG staff will utilize new BoC scanning equipment and software
- Leverage TG's experience in scanning and document imaging
- Reduce time and effort required to produce images
- Improve quality of images as well as timeliness
- Provide a higher level of service to all Title companies and other customers

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Systems

- Keep the new BoC systems in place
- TG to provide labor for scanning
- TG to provide additional equipment to allow images to be down-loaded by BoC customers
- TG to provide technical staff to configure download process
- FTP method for downloading will allow customers to securely access images without impacting internal BoC systems
- Utilize technology to minimize time and labor costs

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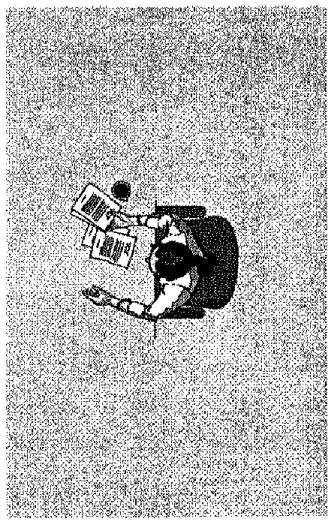
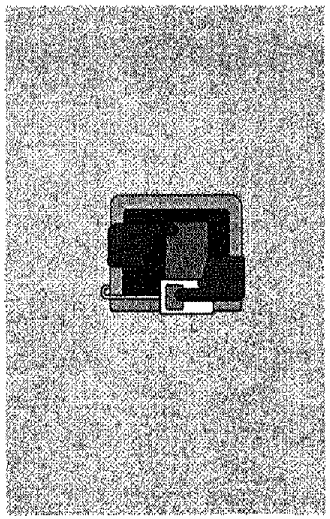
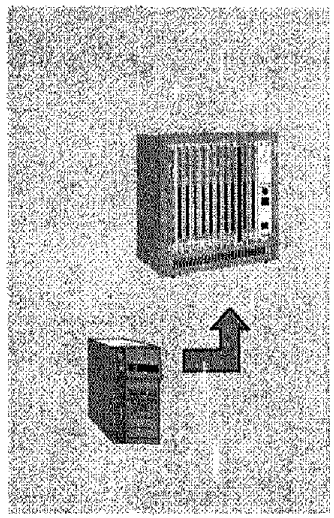
Capture Process



BOC Processes New Recorded Documents, Daily



TG Scans and Quality Reviews New Document Images



Document Images Uploaded to BoC Server AND FTP server

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Benefits

- TG provides labor for image capture for new recorded documents.
- Offers the state capability to obtain new recorded document images without incurring labor costs.
- Offers the state opportunity to allocate scanning staff to other areas.
- Provides state with highly experienced scanning personnel.

Benefits

- Offers local support
- Minimizes impact on the state/BoC
- Provides a simple and easy-to-manage solution for BoC staff

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Why Title Guaranty of Hawaii?

- Experience in industry
- Expertise in imaging
- Knowledge of BoC Workflow

Why Title Guaranty of Hawaii?

- Title Guaranty has a serious commitment to helping BOC be successful in this project since TG is dependent on BOC services.

- TG's solutions significantly reduce the requirements of BoC staff and ICSD technical support staff

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Solution

A cost-effective solution for the State is a partnership between the BoC and Title Guaranty.

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Questions and Answers

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