3 Ways Epson Document Scanners Help State & Local Governments Improve Efficiency

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State and local government agencies provide essential services and impact the lives of their constituents every day. Whether employees are preserving a historic photo, streamlining voting efforts on the day of an election, or securing property records so a young couple can become first-time homeowners, these offices are central to every community.

To provide these services, employees deal with mounds of paper documentation, and keeping track of it all can be very challenging. Digitizing these paper documents with Epson scanners can help government agencies operate more efficiently, centralize data, enhance productivity, reduce costs, and safeguard historical information.

Below we'll detail how Epson's reliability, breadth of options, and compatibility help state and local government agencies streamline workflows and move towards a more digitized world.

At a glance:

Below are just a few examples of documents that state and local governments can scan in order to help drive accuracy and efficiency:

- Birth certificates
- Marriage certificates
- Divorce decrees
- Death certificates
- Driving records
- Court documents
- Historical archives
- Laws and regulations
- Financial information
- Deeds
- Permits
- Research reports
- Tax records
- Property reports

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① Engineered for Reliability

State and local government agencies are busy places that are often understaffed. Employees don't have time to worry about scanners breaking down or to stand at machines that scan documents one page at a time.

Epson scanners are fast and can capture documents up to 90 pages per minute.[1] They're built for reliability and with privacy requirements in mind, to help handle data accurately and securely across the spectrum of critical workflows.

Road-tested, with hundreds of thousands of units in operation, Epson scanners can also help state and local governments smooth out the transition from traditional, paper-based files as more agencies move to electronic document management systems.

And to help ensure IT personnel can keep things running smoothly, Epson offers remote device monitoring tools for its document scanners. Epson Device Admin is a powerful device management solution designed to simplify the installation, configuration and management of networked Epson devices.

With automatic device discovery, this intuitive software helps save time by quickly searching for devices across multiple network segments, allowing state and local agencies to easily configure up to 2,000 Epson devices remotely. Epson Device Admin can be set up to monitor and update devices in any fleet, as well as provide firmware update notifications.[2]

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Case Study: Utah County

Utah County is the seat of Provo, Utah, and 27 other cities in the central part of the state. The county made statewide headlines during a November 2018 election when the lines to vote were so long that some residents had to wait past 11 p.m. to fill out their ballots.

To avoid a repeat of that in future elections, the county installed an Epson color duplex document scanner. It can process a week's worth of voter registrations in just 35 seconds. Utah County Elections Supervisor Karlee Javis said the Epson scanner is faster, easier and more reliable than their old scanner which often jammed or quit and needed to be restarted.

In addition, Jarvis said she now doesn't have to worry about the scanner breaking down, documents being ripped during the scanning process, or having someone spend hours of the workday scanning voting information.

"I wish we had brought on the new [Epson DS-970] document scanner years ago," Jarvis said.

Full Case Study →

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2 Breadth of Options

The needs of state and local government agencies can vary greatly, which means document scanner requirements may differ. The Department of Motor Vehicles can see hundreds of people in a day and needs to process scores of driver's license applications and other supporting documentation. On the other hand, a local municipal Shade Tree Committee might deal with less than a dozen requests a week.

The breadth of Epson document scanner offerings means there's a scanner that's right for the vast range of state and local government needs.

Mobile scanners: Compact and space-saving, allowing for high flexibility whether in an office or remote.

Desktop scanners: Fast and dependable. Great for scanning stacks and a wide variety of documents, high-speed duplex scanning with a range of connectivity options including, USB, LAN, or Wi-Fi.[5]

Flatbed scanners: Fast and versatile, offering high-speed duplex scanning and flatbed versatility for photos, fragile documents, passports and more.

And easy wireless scanning allows state and local governments to scan documents to smartphones[3], tablets[3] and the cloud[3] from a desktop or the Epson Smart Panel app.[4]

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Case Study: City of Escalon, CA

Located in California's Central Valley, the city of Escalon may be small (pop. 7,500) but its seven employees are always busy. Deputy City Clerk Jamie Pires said her office scans everything — utility payments, business license applications, invoices, returned checks, building permits and more. During the scanning process, all these documents automatically save into the city's municipal management software.

The problem? Before Epson, staff were using large multifunction printers/copiers to scan documents one page at a time. For a big stack of documents, her staff would stand there for an hour.

The solution came in the form of Epson DS-530 color duplex document scanners located on employees' desks. They can capture documents at 35 pages per minute scanning both sides in one pass. Because Pires does the largest volume of scanning,

she has an Epson DS-770 which can take up to 100 pages in its feeder and scan them at 45 pages per minute.[1]

One of the best features of the different Epson scanners the city uses is their versatility. Different types and sizes of documents can be fed into the feeder at once. For a license application, for example, that might include the signed application, one or two ID cards, supporting paperwork and a check. The Epson scanner can sort the various sizes, skip blank sides or blank pages, and can even sense whether the document is in color or black and white.

"I can't imagine going back to our old system," said Pires. "The new scanner has made me a lot more efficient."

Full Case Study →

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③ **Comprehensive Compatibility**

The people who are employed by state and local government agencies work hard to meet the needs of residents and want to know the devices they're using are simple to set up and start using right out of the box.

With Epson, they don't have to worry. Epson works with leading third-party software companies to help ensure drop-in compatibility. Most models come with standard TWAIN and ISIS drivers[5] for easy deployment. Epson also works with operating system platforms such as iOS[3], macOS, Android OS and Windows. State and local agencies can count on the virtually seamless integration needed to get the job done.

Epson premier state and local government partners and solution providers include:

- Digitech Systems LLC

- Dokmee

- DocStar

- FileBound

- Hyland

- Image Access

- Laserfiche

- OpenText

- Tyler Technologies

You can see a complete listing of tested and certified solution providers here.

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The Epson Way

Epson's offerings give state and local government agencies the tools needed to operate efficiently, centralize data, and safeguard historical information. They're engineered for reliability, to work seamlessly with leading third-party software, and are built to meet virtually any space and use need.

Epson document scanners are a critical part of today's modern government organizations, offering:

✓ Breadth of product

⦿ Compatibility

🧩 Engineered for Reliability

Discover how Epson document scanners enable state and local government agencies to focus on what they do best: provide the necessary services that residents need to live their best lives.

Learn More →

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