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Sampson County Veteran Services

Scanning Paper to Help Our U.S. Veterans

How digitizing files enabled Sampson County to process claims faster & change lives

Introduction

Our country's freedom has come at a cost. American servicemen have been on the frontlines in every conflict from WW1 thru the Cold war to Afghanistan. They have demonstrated that there is "no greater love than to lay down one's life for another." The unfortunate reality is that the fight is not over for a serviceman when they come home from the battle.

Our military has been plagued with health related issues stemming from their time in service since its creation. That's where Sampson County Veteran Services come in.

Sampson County Veteran Services

To provide necessary services for those who have put their lives on the line for our country, the Department of Veterans Affairs Administration requires the appropriate documentation.

To navigate the labyrinth of this government agency, our servicemen rely on the assistance of individuals like Ann Knowles, the director of Veteran Services Office in Sampson County, North Carolina.

Mrs. Knowles and others like her faithfully process thousands of claims for disabilities compensation, widow dependency compensation, death pension, health care, and other life changing services.



The Problem of Processing Veteran Claims Before This Project



Since veterans make up ~9.8% of North Carolina's population, there are a lot of people who needed Sampson's help... which meant a lot of paper. To be exact, their facility housed more than a half a million pieces of paper and over 50 4-drawer filing cabinets.

Employees like Ann Knowles had to search for the right piece of information amongst literal rooms of paper so a veteran could receive the support that they required. In the worst cases a critical document was misfiled, resulting in hours of wasted processing time, expenses, and frustration on both ends.

Why Sampson County Chose Our Service

Passion and extreme gratitude drove Ann and her department to continue the painstaking task of trying to find needles in haystacks. However, it was clear that their paper system had to go.

In their search for a digitization service they were drawn to CST Data and Document Mountain due to the rigorous quality standards, state of the art scanning equipment, and their help in creating an ongoing digitization process. Our vision is to fix the underlying processes creating records so the business stays organized and efficient in the long-run.

How Sampson Veteran Services Used Digital Records to Better Internal Operations

Over 670,000 images were scanned and imported into Document Mountain, our easy to use document management software.

This did a couple of things. First, it made processing claims for to the Department of Veterans Affairs Administration take a fraction of the time. Also, having all their files digitized and indexed meant nearly 0% lost files. Finally, it freed up tons of office space for them to enjoy and use for other purposes.

Results of the Project

This project enabled the employees of Sampson County Veterans Department to unlock a new level of efficiency in their work. Instead of taking hours, it now takes a matter of seconds to find the exact information they need. The result is appropriate care is provided to those when they need it (not 6 months).

While the fight may never be truly over for many of them, smart business tactics are a great way to help provide our veterans with an improved quality of life and influential resources.



670K PAGES SCANNED



98% DECREASE IN TIME
SPENT FINDING DATA



INCREASE IN CLAIMS
PROCESSED

P.S.A. Not all scanning is created *equal*

Scanning is a lot more than just putting paper through a machine. It's what happens after that's most important to ensure your digital files actually boost productivity, cut expenses, and keep your office tidy in the long-run. If you want your businesses to see tangible results just like Sampson County Veteran Services, call (317) 802-0107 or click the button below to quote your scanning project.

[Quote Your Project](#)

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