



## NSW RURAL ASSISTANCE AUTHORITY

### Sharing space doesn't have to mean sharing information

For more than 80 years, primary producers and small businesses have relied on the RAA for help in accessing financial assistance designed to encourage self-reliance and reduce resistance to change. The RAA also offers vital support to those suffering losses following natural disasters and extreme events. It's a relationship built on trust and it gets stronger with each passing generation.

#### AT A GLANCE

#### Agriculture

#### Products and services used

- uniFLOW
- eCopy ShareScan

#### Benefits

- uniFLOW statistics improves ability to charge back costs to customers and other departments
- Secure printing ensures that no sensitive information is left lying around the office
- Scanning directly to email has reduced workload and paper consumption while increasing efficiencies in their processes
- Reduction in devices saved space in the office without affecting output



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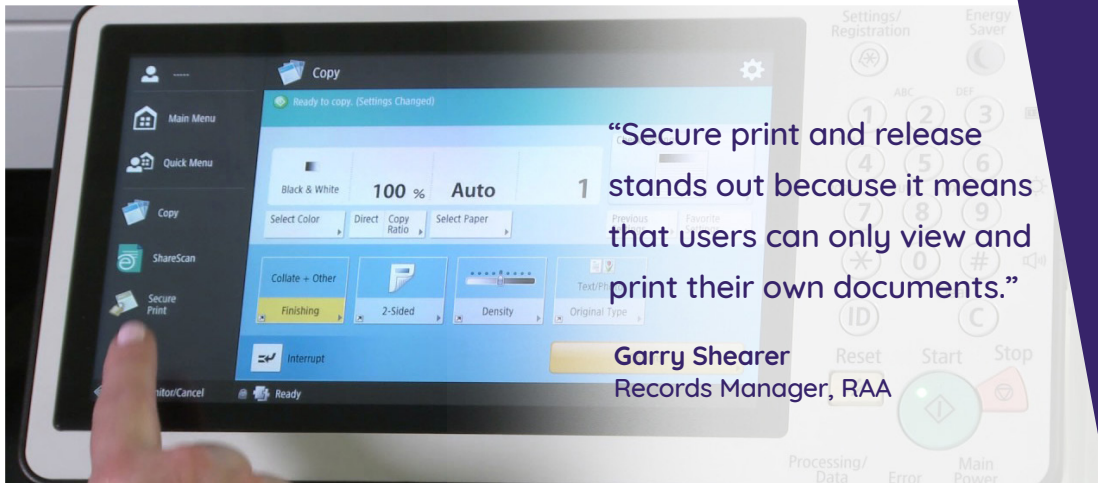
#### Challenge

When the RAA moved to new offices shared with the Department of Primary Industries, two immediate issues needed to be addressed. Garry Shearer, RAA Records Manager, explains. "As you'd expect, we print large volumes of private and personal information relating to our clients.

Tax returns, financial statements, mortgage documents and so on. While we still needed to print this information, we wanted to be 100% sure that we could maintain the same high level of confidentiality that we had prior to moving to a shared office."

And the second issue? "We had five devices in the old office, including two stand alone fax machines. Not only did they take up space, but paper usage could be very high, up to 500 pages of faxes a day, in peak periods. And of course, retrieving and sorting so many faxes was very time consuming and took us away from work that really mattered.

So, it was pretty clear that we needed to cut down on paper-based information and move forward into a digital format. We use HP Trim as a record management tool, so it was also important we could implement a solution compatible with our existing system."



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## The Solution

Once the RAA made the decision to downsize their fleet, they looked no further than Inland Digital as a supplier. Shearer explains their reasoning. "I'd dealt with Inland Digital in the past and had always found them very helpful; we'd been a customer of theirs for a long time and our relationship with them was very good." After identifying the RAA's exact needs, the Inland Digital team installed a new imageRUNNER Advance multifunction device with their eCopy scanning and processing software and uniFLOW for secure print and print management. "Their specialists were with us for a couple of days and spent as much time as we needed in demonstrating how to get the best out of our new device," continues Shearer.

**"We can now identify and track transactions by user, device and application."**

**Garry Shearer**  
Records Manager, RAA

What features of the new system really stood out? "Secure print and release stands out because it means that users can only view and print their own documents. Statistical reporting is also a great benefit too," he enthuses. "We can now identify and track transactions by user, device and application. Statistics like this will be really beneficial in terms of our ability to charge back, which is something we hadn't been able to do as efficiently as we would have liked to before."

## The Results

Since the installation of the new imageRUNNER Advance device, there is no longer any risk of confidential documents being unintentionally left lying on the printer. The process itself is more streamlined, too.

"Staff can now generate a print job from their desks and elect when they want it to print, even printing multiple jobs at one time," Shearer says. "It's great because there's no more having to jump up and get it straight away. It also means printing from individual Authority officers doesn't get mixed up with anyone else's."

"Because we can now scan directly to email or HP Trim, some of the steps in the process have been eliminated altogether, and that's very positive," Shearer continues. "We're saving a lot of paper too because faxes are now automatically sent to a folder and we can email them straight through our workflows; it's done away with the need to print them at all. Working with Inland Digital was an easy choice to make and, as we expected, they've saved us time and money. Everything's been