DIGITECH SYSTEMS

30%
Anticipated market share growth in the first year

4
months to migrate entire customer base

0
minutes of downtime during customer migrations

GISI
DATA AND MEDIA PRESERVATION
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GISI and Digitech Systems Partner to Offer Secure, Scalable Solutions

Case Study Summary:

Challenge:

GISI wanted to modernize their document management solution to improve scalability, remote access, and security, allowing them to meet more client needs, particularly in large-format capture, indexing automation, and compliance.

Solution:

Digitech Systems Reseller Program

Results:

GISI anticipates significant growth after easily transitioning their existing customer base and using streamlined sales processes to move into new markets.

Introduction

As the needs of companies evolve, it's important for technology providers to evaluate their product offerings to ensure they're keeping pace with innovation. Often, emerging technologies help smaller companies to outpace larger competitors. Las Vegas-based Graphic Imaging Services, Inc. (GISI) wanted to ensure their lineup gave customers the best product options to meet multiple document management needs, now and into the future.

When its in-house document management product fell behind the current scalability, security and remote access needs of their customers, GISI went looking for a new technology partner. Digitech Systems' product suite, particularly the easy-to-use, easy-to-afford PaperVision®.com met these needs and better positioned GISI for future growth.

The Situation

Almost thirty years ago, Lisa Desautels founded GISI with a mission: to help companies preserve vital information and documents for the future. From the start, the company was built on innovation and reliability, offering solutions that met its clients' needs. However, its proprietary document management system struggled to keep pace with increasingly complex regulatory requirements. This challenge was further compounded by the rapid shift to a remote workforce as organizations increasingly adopted flexible work models. As client expectations evolved, the demand for secure, accessible, and compliant document management became more critical than ever.

To advance the company's vision, Desautels sought an information management technology partner to enhance data security and provide a suite of complementary products, including digitization of paper records, cloud-based document management, and task and process automation.

By modernizing GISI's technology infrastructure, existing customers would benefit while also positioning the company

into new, highly regulated sectors such as finance and banking.

The Solution

GISI partnered with Digitech Systems to leverage Digitech's comprehensive information management suite into a custom package they sell as Oasis. The offering includes four Digitech Systems' products: PaperVision® Capture, ImageSilo®, PaperVision®.com, and PaperVision® Enterprise, enabling GISI to deliver scalable information management options. The combined solution includes document conversion and smart indexing, while giving customers a choice between on-site and cloud document management. Cloud-based customers can choose between ImageSilo, designed as a pay-for-storage model with unlimited users, and PaperVision.com, which offers online storage with feature-based pricing per user.

The PaperVision Capture component of Oasis efficiently converts both paper and electronic documents into secure, organized, and actionable records, streamlining information management and eliminating costly paper-based processes. Once captured, files are moved into the secure repository of the customer's choice, ensuring compliance with data privacy and security regulations while safeguarding sensitive information.

Recognized Benefits

GISI migrated its customer base to Oasis in four months with zero business disruption. Partnering with Digitech Systems has also provided three key advantages.

First, Oasis positions GISI at the forefront of the business information security marketplace. It addresses security concerns by providing encrypted storage and flexible security settings that support compliance with virtually any industry standard. Advanced auditing captures detailed records of document access and user actions. Additional security features, including multi-factor authentication,

> "Our customers trust GISI to protect and maintain secure access to their important business information. The partnership with Digitech Systems enabled us to easily convert 95% of our customer base to Oasis, our PaperVision® and ImageSilo®-based suite of document management products, with zero downtime."
>
> **- Lisa Desautels, President, GISI**

session persistence, and IP address restrictions, further protect login credentials and active sessions.

For example, a major Las Vegas casino uses iPads and kiosks to give engineers and contractors real-time access to large-scale facility plans, streamlining workflows and boosting efficiency. The flexibile user permissions within Oasis allow the casino to tailor access controls without reconfiguring licenses. The system's reliability and security even won over hesitant corporate stakeholders concerned about data security breaches. In addition, users appreciate the cloud-based architecture, which simplifies information access and offers secure remote capabilities, enhancing productivity regardless of employee location.

Second, Oasis has enhanced the value GISI's clients derive from their partnership. The system streamlines clients' operations by automating indexing and data management, reducing manual data entry, and improving document accuracy. Clients in sectors such as government, banking, and hospitality have more secure document access, and features like redaction and audit trails allow them to meet specialized regulatory and customer requirements.

For example, Clark County, Nevada, which covers 8,000 square miles and includes Las Vegas, uses Oasis to modernize information management across multiple departments. In particular, the Public Works department manages more than 125 document types, including large-format maps containing text at various angles, which traditional OCR systems struggle to process. With the advanced

indexing capabilities of PaperVision Capture, GISI was able to process these documents efficiently.

Finally, Oasis expanded existing revenue streams and opened new markets for GISI, growing the business by as much as 30% in the first year. The company expanded its scanning services to include data capture, broadening its portfolio and attracting a larger customer base.

GISI's early deployments of Oasis are notable for their scale and impact across multiple industries. For example, GISI partnered with a bank's Human Resources department, a business area with strict security and compliance requirements, to implement a secure document management system for sensitive personnel records. Other customers benefit from the remote collaboration Oasis enables, which is essential for clients with geographically dispersed teams.

Conclusion

"GISI's transition to the Oasis platform marks a pivotal moment in the company's long history. By embracing the relationship with Digitech Systems, GISI not only modernized its internal operations but also enhanced the service offerings for its clients. Tailoring the Oasis offering to each customer's needs is helping GISI to grow."

In partnership with Digitech Systems, GISI has elevated its client offerings through scalable, secure, and efficient information management solutions. Oasis represents the next step in meeting modern data challenges, equipping GISI to meet today's businesses' needs, now and into the future.