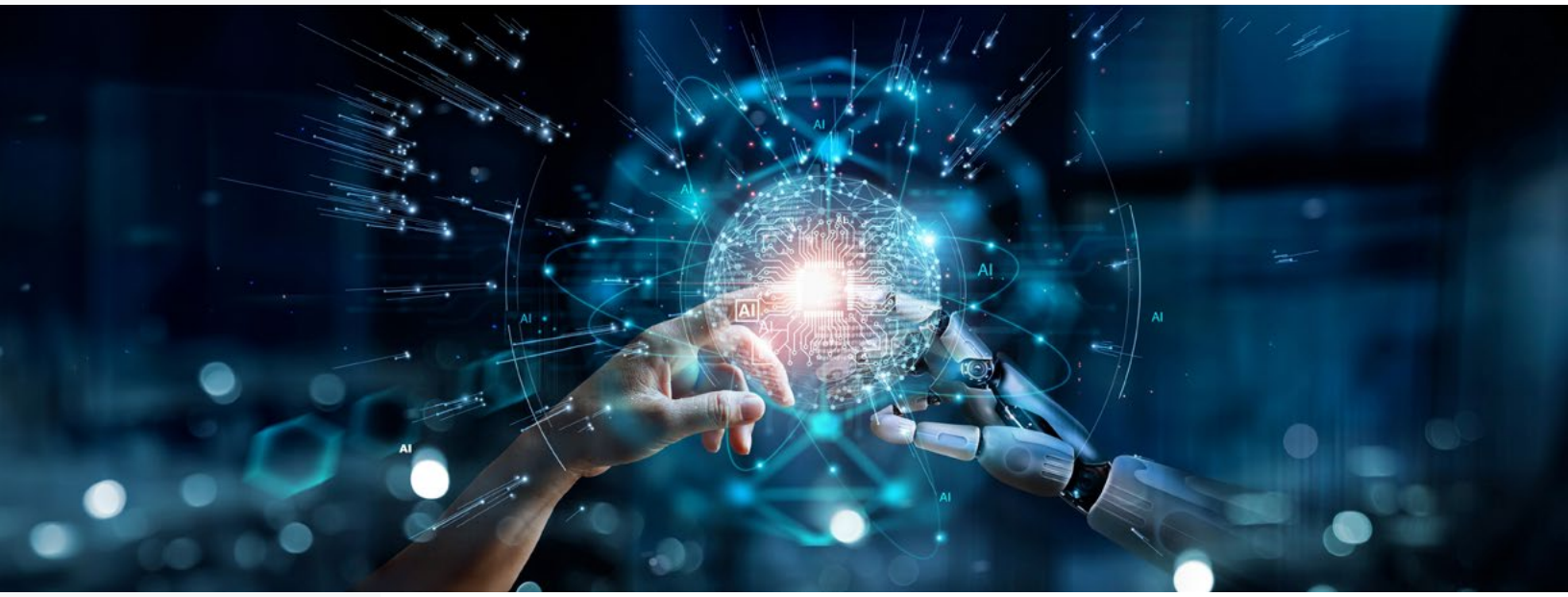
**60-70%**
faster project completion

Up to
**$10,800**
saved annually on indexing costs

**<4 Hours**
to implement and train Sys.tm®



# Nube Group Reduces Staff Fatigue and Speeds Projects with Sys.tm®

## Case Study Summary:

### Challenge:

Manual indexing of documents was time-consuming and prone to errors, limiting efficiency and scalability

### Solution:

Sys.tm and PaperVision® Capture

### Results:

AI-powered indexing speeds project completion and improves data accuracy, freeing staff to focus on more valuable work

## Introduction

Service bureaus rely on smart technology and efficient processes to deliver digitized customer records quickly and securely. Nube Group is a New Mexico based office equipment provider and scanning bureau. They turned to Sys.tm to add Artificial Intelligence (AI) enabled indexing to their PaperVision Capture workflows and see faster project completion, happier employees, and the opportunity for improved profitability and new revenue as a result.

## The Situation

Nube Group was founded in 2011 as an office equipment provider in New Mexico. In 2020, they expanded into scanning services and records management by acquiring a scanning bureau that relied on Digitech Systems' products to support operations internally and as a reseller offering to generate revenue.

Today, they help local municipalities, pueblos, school districts, and other educational institutions maintain accurate, accessible records while ensuring security and retention requirements. Many of their clients seek solutions that free limited physical space and enable secure access to information by digitizing stored documents. These projects are completed using PaperVision Capture and often include decades of historical records in large volumes. Thousands of pages must be scanned and indexed quickly to make the digital records easy to find and easy to securely retain. Unfortunately, the repetitive nature of scanning and manually typing index values began to wear on Nube Group's 25 employees, leading to labor fatigue and slower project completion.

Leadership was cautious about how switching technologies might delay projects. "It's hard to disrupt a process that's already working when every hour is billable. We needed to be confident the technology would actually help," stated Becca Cronin, Director of RID Services.

Nube Group's internal process efficiencies affect turnaround timeframes for customer jobs and their profitability—especially when digitizing customer records. As a result, they went looking for a more effective, efficient system that could modernize

workflows and reduce repetitive, fatigue-inducing tasks without adding significant cost.

## The Solution

In their hunt for a better way to index records for their customers, it was natural for Nube Group to turn to Digitech Systems because of the existing technology relationship. In 2025, Nube Group evaluated Sys.tm, the world's first composable information management system. The flexibility of Sys.tm appealed to Nube Group, because it would allow them to phase implementation for themselves and their customers. New product features could be added as needed, and they would only be billed for the capabilities they actually used.

As a complete information management platform, Sys.tm included the secure document management capabilities Nube Group's customers relied on and also offered process automation (Sys.tm® Flows), task automation using Robotic Process Automation (Sys.tm® Automations), AI-enabled document and data recognition and extraction, and generative AI (Gen AI) that creates new content by scanning existing information (Sys.tm® Intelligence). They could even take advantage of Sys.tm's AI capabilities while retaining PaperVision Capture to digitize records for their customers. Though they don't need all of Sys.tm's capabilities today, it is reassuring to know they are readily accessible and can easily be implemented as customer projects require.

Following a few demonstrations and just half a day of remote training, the company integrated Sys.tm into its existing PaperVision Capture digitization workflow. Physical documents are scanned using PaperVision Capture, routed through Sys.tm for AI-driven data recognition to populate the index values, and then returned for batch review and quality control. Workers immediately understood the flexible, intuitive Sys.tm dashboards that allow workers to focus on their own pending tasks and to track completion of activities.

"When we heard about Sys.tm®, we were really excited because it brings automation into our workflows. Sys.tm cut indexing time by more than 60%, while also giving clients secure, direct access to their records. Plus, Sys.tm is affordable!"

**- Becca Cronin, Director of RID Services**

## Recognized Benefits

Nube Group began with a particularly labor-intensive project in which every page required multiple index fields, and they were delighted by the result. Though expected to take ten days using manual indexing, the project was completed in just three days. They also use Sys.tm to give clients secure access to digitized records. Authorized members of an organization are granted role-based access, enabling secure search and retrieval of records without the need for on-premises infrastructure or locally managed software. Nube Group uploads completed records into each customer's Sys.tm environment, allowing clients to maintain ownership and visibility of their information. Nube Group sees three primary benefits from choosing Sys.tm.

First, Sys.tm has streamlined project completion by automating document indexing. By introducing Sys.tm's AI-assisted indexing into its records management workflow, Nube Group increased the speed and consistency of document processing on complex projects. The new workflow shifted document specialists from manual data entry to reviewing exceptions. "Deploying Sys.tm internally allowed us to cut indexing time by more than 60%, while also giving clients secure, direct access to their records," stated Cronin.

Second, Sys.tm enables workers to focus on higher value, more interesting tasks. "Sys.tm reduces tedious work, letting our document specialists focus on quality assurance and complex records instead of repetitive data entry," stated Tashenna Simpson, Software and Project Coordinator. "It captures structured fields like dates and ID numbers, reducing human error while still letting our team review complex cases." Sys.tm automatically extracts data from scanned documents, which previously required extensive manual input. This automation reduced repetitive keystrokes while preserving staff oversight for complex or poorly structured documents which still receive hands-on review to ensure accuracy is maintained.

Third, Sys.tm improves profitability and creates opportunities for new clients. The company completes labor-intensive backfile projects and delivers finished projects to customers more quickly. AI-enabled indexing in Sys.tm is saving them money on projects—roughly $900 in labor costs per project, translating to at least $10,800 in annual savings. These efficiencies allowed Nube Group to handle more customers while continuing to rely on its existing team and processes.

## Conclusion

Sys.tm enhanced Nube Group's indexing operations. The AI-driven solution reduces staff fatigue and accelerates project timelines, while maintaining record integrity. It also enables the company to scale services without new staff. Sys.tm strengthens the company's ability to deliver end-to-end, lifecycle-based records management solutions. Nube Group continues to explore more use cases for Sys.tm, and they expect it to play a central role in the company's ongoing operational strategy.

1 https://www.bls.gov/oes/2023/may/oes434199.htm#:~:text=Geographic%20profile%20for%20Information%20and%20Record%20Clerks%2C%20All%20Other:,and%20Record%20Clerks%2C%20All%20Other: