

Document Scanning Frequently Asked Questions

Q: How long does it take to scan our documents?

A: That depends on a number of factors including the size and complexity of the job. Very large projects are sometimes divided into groups.

Q: How do documents get transported to and from Bolt?

A: In most cases we require that the documents be placed in banker boxes. Bolt can pick up the boxes or they can be delivered to our facility. Transportation fees may apply.

Q: Can Bolt come and scan our records at our location?

A: Bolt can come scan on-site in certain circumstances. It should be noted that we are better equipped to scan in our facility and the costs of on-site scanning is significantly higher for obvious reasons. That said, we can and do provide on-site services for situations such as legal discovery.

Q: Does Bolt contract scanning, processing or indexing services to outside or overseas vendors?

A: No. All documents are stored, prepped, and scanned in our facility. All digital processing, indexing and publishing are performed on our internal network and servers.

Q: Our records are confidential and governed by HIPPA regulations. What does Bolt do in cases like that?

A: Bolt is aware and accustomed to working within the custodial and confidential requirements of our clients for sensitive documents. We can discuss your particular needs with your compliance officer to ensure that your particular needs are met.

Q: What happens if I need a record that is at Bolt for scanning?

A: This happens regularly. We will locate the document or file and if it has not yet been scanned, scan it, if needed encrypt it for confidentiality, and upload it to you electronically.

Q: How will my records be searchable when I get the electronic files back?

A: We will discuss this with you in advance and then organize, index, and publish the repository accordingly. We can also OCR typed or machine printed records to make them searchable by content. We can publish the repository in a searchable run-time format or in any format you request.

Q: Can my scanned records be imported and managed in our existing imaging or content management system?

A: As long as your system utilizes industry standard file formats and supports importing, yes.

Q: Can Bolt provide us with a system that allows us to scan and manage day-forward records ourselves?

A: Yes. We can provide systems and training to allow you to scan day-forward records into the repository.

Q: How much does it cost to scan our records?

A: Due to the large number of variables there is no simple answer. In every case we can provide a quote before beginning your job. Our quotes include document prep, scanning, indexing, publishing, and (when necessary) transportation. We are thorough in quoting to prevent unpleasant surprises later. Our work is invoiced by the actual volume of scanning and indexing performed.

Q: We have large bound books. Can you scan those?

A: Yes. We often scan old oversized municipal records.

Q: Our old municipal records are faded. How good will the scanned images appear?

A: We utilize very high quality scanning equipment to ensure the best resolution and image quality. Though most people relate image resolution with quality, the imaging thresholding has a much greater influence on image quality and readability. That said, even with our professional equipment and techniques we cannot ensure that the images will be better than the original document.

Q: We have large blue prints and mechanical drawings. Can you scan those?

A: Yes. We can scan large documents up to C and D sized in black and white, grey scale, or color.

Q: Can you scan our microfilm?

A: Yes. We can scan microfilm and microfiche and index it just like any other document.

Q: Can you destroy our records when you are done scanning them?

A: We do not offer document destruction. We can offer you free storage for up to 30 days after you receive the digital repository from us for your inspection and approval. After that you are welcome to employ a records destruction company to come to our facility and destroy them.

Q: We will want our records back to put in our municipal archive facility. How will we know what records are stored where?

A: We assign a barcoded label on each box when it is received. Every document or file from that box is indexed with that number to facilitate locating the original physical record if needed.

Q: Are we allowed to destroy the original paper documents once they have been scanned?

A: In many cases, yes. However, you need to check for any rules or regulations concerning your various records and seek advice from your attorney and / or compliance officer to interpret them. If they have questions beyond that we are happy to discuss them.

Q: We are a large organization and would like to create our own scanning department. Can Bolt help us with that?

A: Yes. We have helped design, equip, and train scanning departments for large organizations. Our consultants can help you determine the best way to proceed.