

Customer Story:

**The city of Akaa  
enhances work with  
paperless office**

## Smooth document management between different locations

*“Brother’s devices are very easy to use, especially when customized for our own needs. “*

IT Manager Asko Mäkinen, the City of Akaa, Finland

### Electronic sharing of information enhances work

Scanning documents are for the city of Akaa a very important support function. Sharing information between multiple places may even be a critical issue of patient safety.

- In dental care, patients often bring health-related documents and they are scanned to our medical record, says Mäkinen.

Electronic distribution of patient documents makes the cooperation of four dental clinics smooth.

- We also scan by request the city’s print archives, for example, blueprints and documents of the city’s real estate for building supervision purposes, says Mäkinen.

### Akaa in brief

The city of Akaa has 17,000 inhabitants and it’s located in the Pirkanmaa region in Finland. The city has about 1000 employees. In IT-related issues, it relies on partnerships with the neighbouring city of Valkeakoski and commercial service providers. In scanning, Akaa trusts Brother’s service solution.

### Challenge

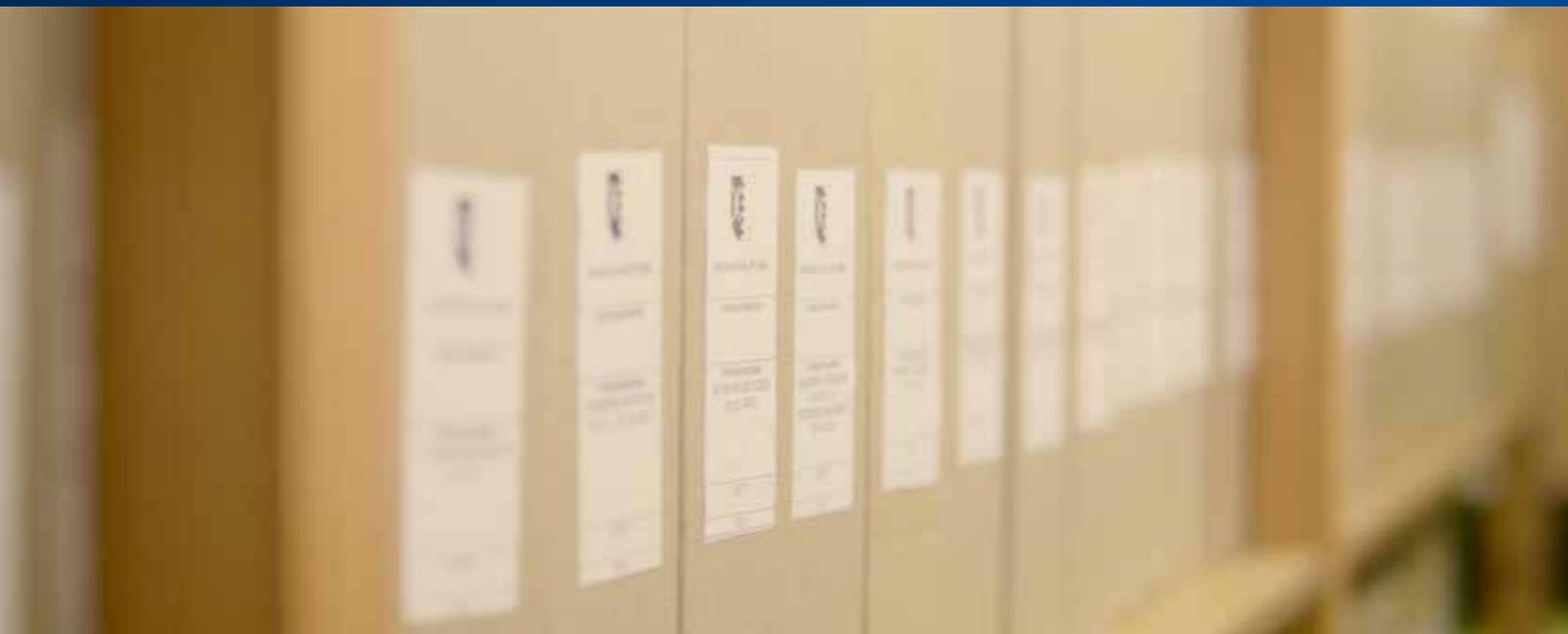
**Independence from paper documents. Smooth sharing of information between several offices requires efficiency in handling printed documents.**

### Solution

**A customized scanning solution with a fixed monthly fee. Scanning as a turnkey service includes, among others, installation, workflow optimization, and unlimited customer support.**

### Benefits

**Significant streamlining of information between different sites. The scanning solution is a necessary step towards a paperless office and downsizing the workload in document archiving.**



## Automated workflows make work easy

At the beginning of the project, Brother analysed the customer's current situation, development needs and future goals.

At the same time, Brothers' experts gather information about existing document management systems, devices, and methods how paper documents are handled.

The scanners that city of Akaa now uses are customized so that only the necessary scan buttons are visible. Behind the buttons are automated workflows that make work simpler and reduce the risk of error.

Documents are scanned directly into the right folder on a network disk and will not be lost due to an error made by user scanning in the wrong storage location by mistake.

## Guaranteed for uninterrupted work

Brother has brought to the market an effective swap service, which significantly shortens the downtime of customer's scanning function. The goal is to minimize the need for the customer to spend time and effort on repairs and maintenance. Brother's free phone support is also provided to the customer without restriction.

The customer can be carefree, as for the fixed monthly fee the equipment can be used without limitation, nor the fear of unexpected extra costs. An integral part of Brother's scanning solution is device warranty (replace a device in case of breakage with no extra cost), installation, and user guidance.



**For further information, please contact:**