



NON-PROFIT CREATES CUSTOMIZED PAPERLESS CLIENT MANAGEMENT SYSTEM BACKED BY THE BROTHER SPECIAL SOLUTIONS TEAM

CUSTOMER:

A non-profit-community advocacy and homeownership organization that provides housing counseling and access to affordable housing.

NEEDS:

- A capture solution that could seamlessly integrate into the non-profit's homegrown software
- Intuitive and easy-to-use technology, since thousands of end users would be required to scan documentation with minimal assistance
- A powerful scanner with a small footprint that could handle large scanning volumes

APPLICATION:

- The organization hosts member workshops nationwide, and invites prospective homeowners to apply for mortgages at these workshops.
- Members bring all personal and financial documents required to complete the applications: bank statements, birth certificates, social security cards, etc.
- Thousands of members must scan their documents into the non-profit's proprietary software and then meet with the organization's reps individually to add and review documentation on the fly; a few hundred scanners are required to complete this process.

SOLUTION:

To meet its needs, the non-profit required a scanner that was intuitive, yet easy to operate, as the organization typically had upwards of 20,000 people using the scanners for training purposes during these member workshops and did not have the manpower to train each member on how to scan documents into its system.

As a result, Brother recommended the ADS-2200 – a high speed, color desktop scanner with two-sided scanning capabilities – due to its reliability, flexibility, and ease of use. For customization, developers from both the Brother Special Solutions Team (SST) and the non-profit worked closely to modify the TWAIN driver – or application programming interface (API) – to enable seamless communication between the organization's software and the ADS-2200 scanners.

RESULTS:

Together, Brother and this non-profit created a state-of-the-art paperless client management system that flawlessly integrated the Brother ADS-2200 scanners with the non-profit's system.

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