

# InterMountain Record Center, Inc.

## FREQUENTLY ASKED QUESTIONS

### Imaging

#### **What is document imaging?**

Document imaging is an information technology category for systems capable of replicating documents commonly used in business. Document imaging systems can take many forms including microfilm, on demand printers, facsimile printing, copiers, multifunction printer, document scanners, computer output microfilm (COM) and archive writers. Since the 1990s, "document imaging" has been used to describe software-based computer systems that capture, store and reprint images.

#### **How do you charge for imaging services?**

There are three main cost components of our imaging service fees.

The first set of components has to do with transportation of your records to our facility. The first component is a pick-up charge per hour for loading the records from an access door at your facility into our truck. You can eliminate this component by dropping off your records at our facility. The second is a proportion of the mileage for out-of-town clients on our statewide routes.

The second set of components is in regard to imaging production in our facility. First we have a set-up charge to assure our equipment is configured to create the images to your specifications. From there, all fees are assessed per image created. Often, but not always, there is a preparation fee to remove the hardware and verify organization and indexing of your records prior to production. Then the actual production service fees to the media of your choice, either microfilm or digital

The last set of components relates to duplication of your media. Please request our rate brochure for the specific rates associated with the services you require!

#### **Can you perform your imaging services at my office?**

Yes, we offer on-site microfilming services for our clients that cannot send their records to our facility due to constant access activity or because the records are not allowed off premise by regulation. We assess a 15% on-site charge for all services performed at your office due to additional testing and unforeseen circumstances that always impact the remote production cycle.

### **Do I have to sign a contract for your imaging services?**

No, but we do require a purchase order or signed estimate for the services requested. We provide free estimates and samples for our imaging projects.

### **What kind of records do you accept for imaging?**

We can microfilm any type of document from standard business documents, large bound books, oversized maps, to continuous documents like logs or fetal monitor strips. Some colors of documents are difficult to image such as brights, pinks, blues and greens.

Our scanning equipment will only accommodate standard business documents at this time. We are looking into adding a large format scanner to accommodate our engineering record clients.

We can accommodate any type of record imaging if we microfilm the records then reformat the microfilm to digital images. This provides our clients with an archival microfilm roll of their images as well as a working digital image that can be imported into their Electronic Records Management (ERM) system or stand alone on our non-proprietary disk-based system.

### **What is your non-proprietary disk-based system?**

IRC commissioned a specialty program, IDEX, that takes the Tagged Index File (TIF) images and creates a Microsoft Access database (MDB) program to allow simple query searches for the indexed images from a disk. The program does not require annual maintenance fees and all formats are non-proprietary which allows them to be read on any computer operating system. You simply click on the launchable image bar once the required image is located in the query and it will automatically open in the program designated for TIF images.

### **Do you keep copies of all my documents?**

No, we do not maintain microfilm copies of client information. We do maintain a copy of the data used to create your imaging disk for a period of time to assure your disk is working correctly and your indexing is accurate. This allows us to support our 100% guarantee of satisfaction with our services.

### **Is there a minimum charge for imaging service?**

Yes, we have a nominal minimum for all our services. Please request our rate brochure for the specific rates associated with the services you require!

**Can I retrieve records from your facility while they are in production?**

Yes, a simple phone call or fax to our office will allow us to retrieve your requested information. If it has already been imaged then you do not need to return the documents to us. If you need the information prior to production then we recommend you allow us to make a copy for you and allow us to keep the original for imaging.