



EBOOK

POWERING DATA-DRIVEN DECISION MAKING: TRANSFORMING SCANNED DATA INTO ACTIONABLE INSIGHT

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60-SECOND SUMMARY

Federal agencies hold critical policy intelligence in paper records, but that intelligence stays locked until digitized. OPEX® intelligent scanning solutions, including the Falcon®+, Falcon®+ RED™, and Velo™ scanners, convert physical documents into structured, searchable data using FADGI 3-star-compliant imaging and automated metadata capture. Falcon®+ systems run on CertainScan® software; Velo™ scanners run on VeloScan+. The result: agencies gain analytics-ready records, confidence in compliance, and the operational data needed to make faster, evidence-backed decisions.

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CHAPTER 1

FROM DOCUMENTS TO DECISIONS: HOW GOVERNMENT DATA IS BORN FROM PAPER

Federal agencies generate millions of records every year. Tax returns, benefit claims, voter registrations, and legal filings nearly all arrive in paper form. For a long time, these documents served as the raw material for government operations. Today, they represent something more: an untapped source of operational intelligence.

The Office of Management and Budget and the National Archives and Records Administration (NARA) issued joint guidance requiring federal agencies to manage all records electronically by June 30, 2024, under [OMB/NARA Memorandums M-19-21 and M-23-07](#). The mandate reflects a clear priority: government data must be accessible, structured, and ready for analysis. Paper records, no matter how well organized, cannot meet that bar on their own.

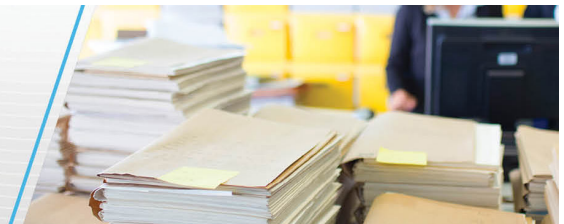
Intelligent scanning is the bridge. When physical documents pass through a modern scanning solution, they do not simply become image files. With the right technology, they become structured datasets: records with embedded metadata, validated fields, and classification tags that downstream analytics platforms can read, query, and surface as insight.

INSIGHT

FROM PAPER TO INSIGHTS: EXTRACTING ACTIONABLE DATA WITH INTELLIGENT SCANNING

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CHAPTER 2

FRAGMENTED, PAPER-BOUND DATA LIMITS INSIGHT AND PERFORMANCE

Most federal records environments carry years of accumulated paper. Mail arrives by the tray load. Claims come in by the thousands. Property tax payments stack up during peak season. Staff spend hours manually opening envelopes, sorting documents, keying data, and filing records. Time that could otherwise be spent on analysis or citizen service.

The consequences are measurable. According to the [Information Technology & Innovation Foundation](#), federal agencies broadly continue to rely too heavily on paper processes and inefficient legacy IT, resulting in service delays that stretch from weeks to months. Taxpayers wait up to six months for refunds. Passport applicants wait months for a critical document. Veterans' claims sit in backlogs.

Records managers face a compounding problem. Paper-based workflows produce fragmented, inconsistent, and disconnected data that is disconnected from the analytics tools leadership relies on for policy decisions. When a program officer needs to understand case-processing trends or identify service-delivery gaps, they cannot easily query the file room.



CHAPTER 3

FADGI-COMPLIANT SCANNERS AND METADATA AUTOMATION WITH OPEX® SYSTEMS

OPEX intelligent scanning solutions address this gap by transforming physical documents into structured, analytics-ready data at the point of capture. The [Falcon+](#) and [Falcon+ RED](#) scanner series integrates mail opening, extraction, and digitization into a single One-Touch workflow. Documents pass through the scanner once, no pre-sorting, no reprinting, no manual data entry, and emerge as validated digital records ready for enterprise systems.

[CertainScan](#) software drives the intelligence layer. As documents move through the scanner, CertainScan performs optical character recognition (OCR), optical mark recognition (OMR), and barcode detection simultaneously. The software reads text, captures metadata, validates data fields, and organizes files into virtual batches without physical separator sheets. Every output file carries a complete chain-of-custody record: operator ID, timestamp, resolution data, and validation status. This automated metadata capture meets [NARA 36 CFR 1236](#) requirements for image quality, metadata, and quality management, with no manual documentation required.

For agencies with diverse document inventories, the [Gemini](#) scanner provides additional flexibility. Its [Right-Speed™](#) technology automatically adjusts to document type, from thin tax forms to thick cardstock, without pre-sorting. The Gemini scanner handles mixed mail and documents, and it runs at speeds up to 240 pages per minute, making it ideal for high-volume daily capture and central mailroom environments where throughput is the priority.

For agencies undertaking backfile conversion or digitizing permanent archival records, the [Velo™ desktop scanner series](#), powered by Inotech, extends OPEX capabilities into sustained, high-volume digitization runs. Available in the Velo 3120 and Velo 6000 configurations, the series meets FADGI 3-star and ISO 19264-1 image quality standards. Its belt transport system and variable input pressure protect fragile, aged, and mixed-media documents during scanning, an important consideration when agencies face backfiles spanning decades of records in varying condition. Digital Bates stamping and multi-feed detection support audit-ready workflows, while ergonomic touchscreen controls and long-life LED illumination keep operating costs low during extended projects.

INSIGHT

UNLOCKING THE STORY IN YOUR DOCUMENTS: USING METADATA TO ENHANCE DATA DISCOVERABILITY

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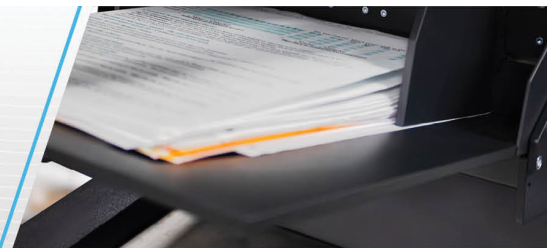


INSIGHT

BETTER DATA, BETTER OUTCOMES: HOW ACCURATE SCANNING IMPROVES GOVERNMENT REPORTING

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CHAPTER 4

BENEFITS OF INTELLIGENT DIGITIZATION

ENHANCED DECISION-MAKING THROUGH ANALYTICS-READY DATA

Once paper records become structured digital data, they connect directly to business intelligence platforms. The Falcon+ series supports in-line OCR, barcode recognition, and data routing that feeds directly into agency analytics environments. Program officers can track case volumes by date, identify processing bottlenecks, monitor compliance rates, and surface trends in citizen service demand without requesting manual data pulls from records staff.

COMPLIANCE WITH FADGI AND NARA STANDARDS

FADGI 3-star compliance is now mandatory for permanent federal digitization projects. The Falcon+, Falcon+ RED, Velo 3120, and Velo 6000 series scanners deliver calibrated, validated imaging that meet FADGI 3-star standards. The Velo 3120 and 6000 series additionally meet ISO 19264-1, making them well-suited for permanent records and cultural heritage projects. Each scanner family pairs with dedicated capture software: Falcon systems run on CertainScan, while Velo scanners run on VeloScan+. Both platforms automate real-time quality control by running image analysis against FADGI thresholds and generating an auditable record for every scanned page that meets NARA archival requirements and agency-level audit inquiries. For agencies operating under HIPAA or FOIA obligations, this same metadata infrastructure provides the traceability those frameworks require.

SEAMLESS INTEGRATION WITH ANALYTICS PLATFORMS

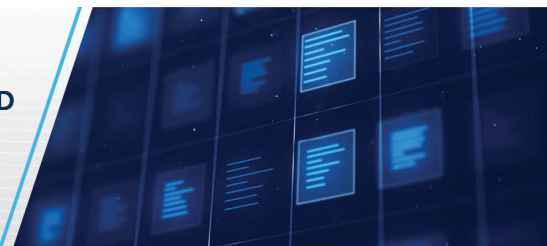
Digitized records are only valuable if the data they contain flows to the right systems. OPEX scanning solutions output structured files with embedded metadata that integrate directly with [enterprise content management \(ECM\)](#) platforms, case management systems, and analytics tools. Records managers gain a direct data pipeline from physical mail to searchable digital archive to leadership dashboard, without middleware gaps or manual export steps.

INSIGHT

FEEDING THE DATA WAREHOUSE: INTEGRATING SCANNED DOCUMENT DATA FOR COMPREHENSIVE ANALYSIS

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CHAPTER 5

REAL-WORLD RESULTS: GOVERNMENT OFFICES THAT MADE THE SHIFT

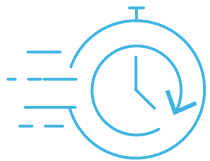
FULTON COUNTY TAX COMMISSIONER'S OFFICE

The [Fulton County Tax Commissioner's Office](#) in Georgia processes approximately 380,000 property tax bills annually. Before deploying OPEX technology, 14 full-time employees manually opened mail, sorted payment coupons, reprinted bills, made copies, scanned documents, and keyed data. Processing often took two or more days, with peak season demanding staff from other divisions.

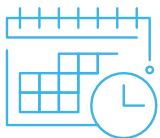
The office implemented the FalconV+ RED scanner paired with software from OPEX technology partner Mavro Imaging. The combined solution eliminated mail opening, pre-sorting, reprinting, copying, and most data entry in a single step. Envelopes and their contents pass through the scanner together, with postmark dates captured automatically to support audit tracking.



36% reduction in labor needs



50% faster payment processing time



1 day to process thousands of incoming tax payments

"No matter how much mail we receive, we can process it the same day."

— Gladys Bradfield, Chief Deputy Tax Commissioner - Property,
Fulton County Tax Commissioner's Office

GEORGIA DEPARTMENT OF REVENUE (GADOR)

[GADOR](#), the State of Georgia's principal tax collection agency, faced a mail processing operation that required four to five staff members to handle each piece of incoming mail across multiple workstations. Processing time averaged 31 days. During the COVID-19 pandemic, difficulty hiring and retaining seasonal contractors compounded the problem, and unprocessed returns risked triggering interest charges.

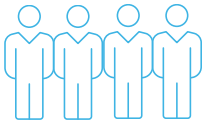
GADOR integrated OPEX [Model 72™](#) Rapid Extraction Desks (RED) into its existing scanner fleet, creating a one-touch process that allows operators to open, prep, and scan incoming mail in a single step. The OPEX One Touch scanning process combined five separate steps into one.



31 days down to 1.57 days average processing time



50% decrease in contract labor

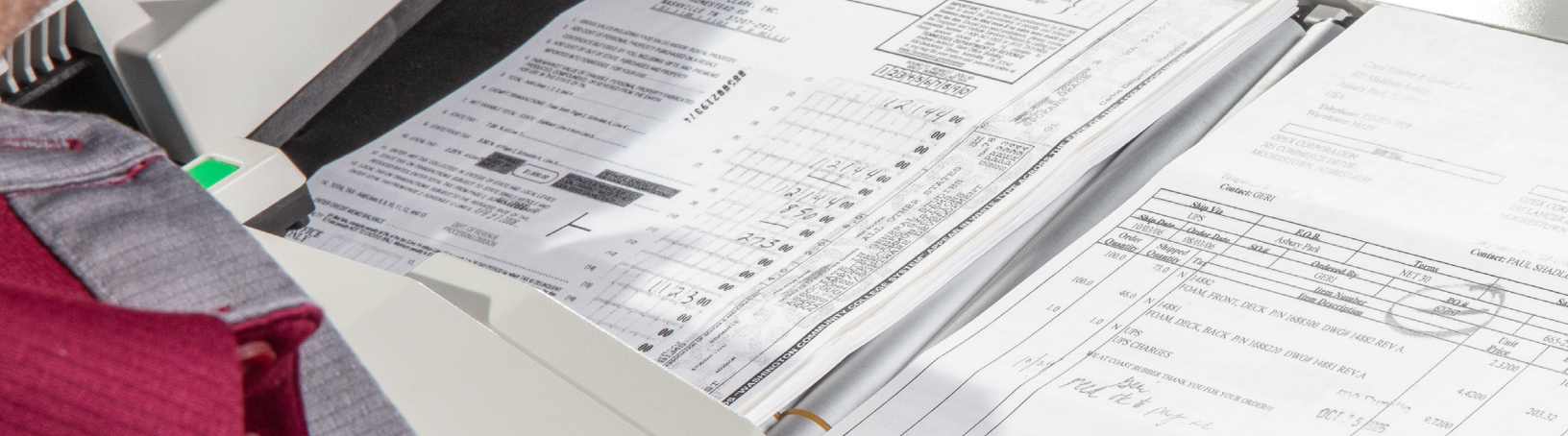


4 of 12 contractors needed for open, prep, scan, and data entry

"No matter how much mail we receive, we can process it the same day."

— Gladys Bradfield, Chief Deputy Tax Commissioner - Property,
Fulton County Tax Commissioner's Office



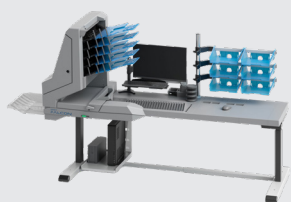


CHAPTER 6

HOW DOES INTELLIGENT SCANNING SUPPORT DATA-DRIVEN DECISION-MAKING IN GOVERNMENT?

Intelligent scanning transforms physical documents into structured digital data using OCR and automated metadata extraction. As documents pass through OPEX scanners, including the Falcon+, Falcon+ RED, and Velo series, purpose-built capture software (CertainScan for Falcon+ systems, VeloScan+ for Velo scanners) reads text, captures identifying fields, validates data quality, and classifies records in real time. That structured output integrates directly with analytics tools to give agency leadership analyzable data for policy decisions and operational reporting, while maintaining a complete audit trail for compliance purposes.

THE OPEX LINE OF SCANNERS AND MAIL OPENING SYSTEMS



FalconV+ One-Touch Scanner



Gemini® Right-Speed Scanner



Velo™ 3000 Series Scanner
(Powered by InoTec)



Velo 6000 Series Scanner
(Powered by InoTec)



FalconV+ RED One-Touch Scanner



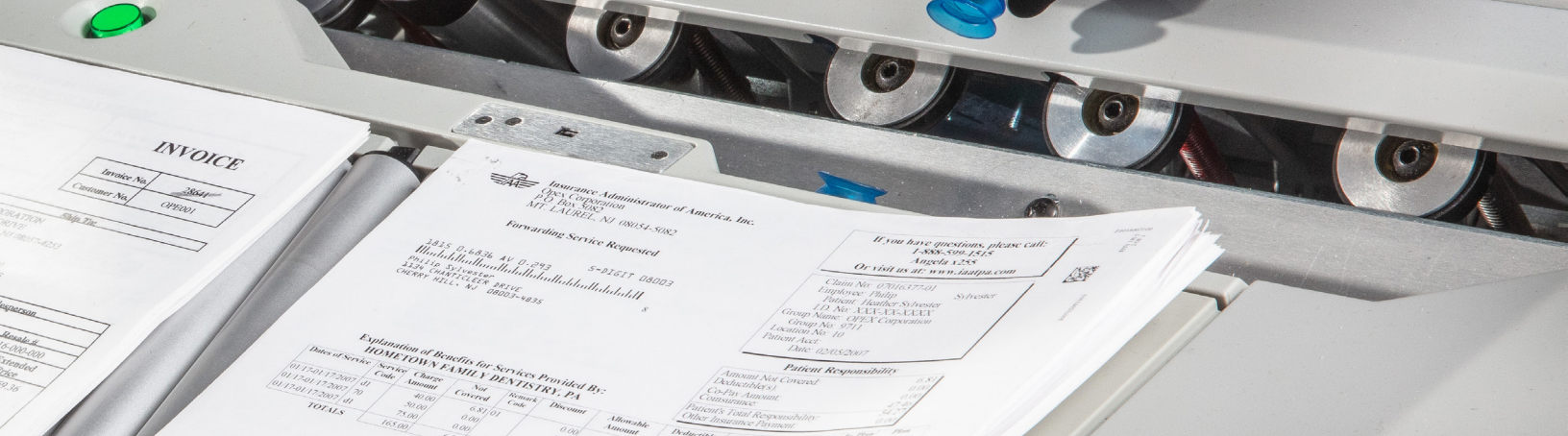
Model 72™ Rapid Extraction Desk (RED™)



OMATION® Model 606™ Mail Opener



Velo 8000 Series Scanner
(Powered by InoTec)



CONCLUSION

READY TO PUT YOUR RECORDS TO WORK?

Your paper records already contain the data your agency needs to make better decisions. OPEX intelligent scanning solutions make that data accessible, compliant, and analytics-ready. [Request a Scanning Assessment for Your Agency](#) to discuss a solution tailored to your document environment, volumes, and compliance requirements. Or download the [Compliance-Ready Scanner Feature Guide](#) to see how Falcon+, Falcon+ RED, Velo 3120, and Velo 6000 scanners meet FADGI 3-star requirements and integrate with your existing systems.

NEXT GENERATION AUTOMATION

We engineer unique automated solutions to address complex business challenges. Our scalable Warehouse and Document & Mail Automation solutions drive efficiencies in infrastructure. Our family-owned company has over 1,500 committed employees who work together to innovate, manufacture, install, and service products that are helping transform industries every day. We listen to our customers and work together to reimagine the future through automated solutions.



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