



2011

Company Brochure



Capture All Limited
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Capture All Limited



Based in Falkirk, Scotland, Capture All Ltd is a privately owned and operated, leading provider of Electronic Document Scanning and Archiving Services. We have extensive experience in the scanning and conversion of all types of commercial and archival documentation.

Our client base includes many local authorities throughout Scotland together with legal practices, manufacturing industries, housing departments/associations, civil engineers, petrochemical and pharmaceutical industries and historical societies.

Our business is the result of a management buy-out 10 years ago. Capture All was originally a trading division of Riley Dunn & Wilson Ltd, bookbinders and paper conservation specialists. (with whom we still retain a good working relationship)

We currently employ 12 full time skilled production operatives, at our purpose designed production facility. We are suitably equipped with the very latest high/low speed document scanners, large format scanners and dedicated bookscanners, together with advanced capture software, secure networks, leading document retrieval software (Alchemy) and experienced staff.

All our clients benefit from a personal level of service from the instant that contact is made right up to and beyond the delivery of goods. We do not limit the extent of our service and will support all archiving carried out by ourselves whether the data is accessed directly from disk, installed on a network or imported into a third party Data Management System. All software installations, Key user training and End user training is carried out directly by ourselves and is available to all clients on an on-going basis.

All scanning work undertaken by ourselves is backed by the Capture All limited Assured Image Quality Guarantee, this together with our "BS EN ISO 9001: 2008" certification helps to enforce our commitment to ensuring that our processes and procedures all conform to the code of practice BS10008 – Evidential weight and legal admissibility of information stored electronically.

Capture All take the transportation of all client documents and books very seriously indeed and undertake all uplifts and deliveries ourselves, using our own employees and our own Company Vans.

Rosalind Charles – Director

Shaun Benfold - Director

Our Experience with Housing Associations

Capture All have vast experience in providing scanning solutions to Housing Associations. We have over 30 Scottish Housing Associations on our client list and are now ready to offer our services to Associations around the UK.

With costs from as low as 4p per page we can offer a cost effective way of not only protecting your information but also making it more accessible.

Most Housing Associations will experience the same problems and issues with their records, whether it's Housing Management, Technical Services, Development or Finance the solution could be scanning.

We can offer various solutions including simple scan to PDF, Alchemy Search Software and Online Hosted Document Management Systems.

We can also scan and import to almost any existing Document Management system including:



“Although Abronhill is one of Scotland’s smaller Housing Associations, we had a serious document storage problem due to lack of space. Capture All Ltd has delivered an effective solution by scanning our records and providing a structured database for all our files. This ensures that storage and retrieval of information is accurate and efficient. Their service is friendly and professional”

Abronhill Housing Association

“Capture All have consistently provided a high level of service and support to the Association. Their document management expertise has enabled us to dramatically reduce the amount of paperwork in circulation and deliver electronic documents instantaneously to users based throughout Scotland”

IT Manager, Hanover (Scotland)
Housing Association

“After Years of Planning, Clydebank HA moved in March 2002 to a brand, spanking new half million pound office. And eight days later it burnt to the ground. By any measure, this was a disaster, and it certainly was for Clydebank. But some careful planning kept their business afloat.”

Clydebank Housing Association

“Capture all have been excellent!...their professionalism, customer service and understanding of our needs was first class. Our documents are now stored electronically and in a fashion that is easy to access. This in turn has dramatically reduced the paperwork we stored and freed up lots of much needed office space and enabled us to locate and send items quickly and securely.”

Contact Centre Supervisor...Link
Housing Association.

Document Handling



Where required, we will supply large secure shipping containers, these help to ensure the integrity, safety and security of all client material during its transit to our Falkirk based production facility. The containers are manufactured of high grade HDPE and as well as being Strong and Robust, they are clearly branded as belonging to Capture All Limited and carry our contact details as well as a maximum loading weight. The crates can be secured with security ties prior to transportation to ensure that the contents remain undisturbed and intact throughout their period of

transportation. It is our Company policy as well as a condition of our insurance that whilst our vehicles are transporting any Client material, they are never left unattended for any reason whatsoever.

Document Scanning



All documents will be scanned at a minimum resolution of 200dpi, mono or colour where required using modern, high volume production scanners. During the scanning process, the image quality is constantly being monitored by the operator along with the capture software, which ensures that every image meets the optimum image quality settings. The operator is in full control of the scanner at all times and should either a drop in quality, a miss-feed or a paper jam be

detected, the scanner will alert the operator and suspend scanning.

All scanned images undergo a further stage of Quality Checks prior to processing and sign-off, to confirm that all images are of the very best quality obtainable and also to ensure that all scans are perfectly square, of the correct orientation and that no black borders exist

Quality Assurance



In 2007, Capture All Ltd achieved the British Standard **BS EN ISO 9001:2000** (2008) Quality Accreditation. The standard is audited on a six monthly basis, by the internal auditor, Rosalind Charles, and by an external auditor on an annual basis. The last external audit was carried out in December 2010. Capture All Ltd has also passed external quality and security audits by two major pharmaceutical companies, who are both now regular clients.

We are also working towards ISO/IEC 27001 Information Security

Data Back-up



As a matter of course and in compliance with our own ISO procedures (BS EN ISO 9001: 2008) and The Code of Practice BS 10008 (Evidential weight and Legal Admissibility of Information Stored Electronically), we will store a complete set of Master Images in their original scanned format on disk within our own "fire proof" safe. Two Complete backups of all data is also held on NAS drives, one fixed, one removable. The disks will remain the property of the client at all times.

Security of Premises



The premises occupied by Capture All are purpose designed and are constructed of modern high security materials, incorporating secure double locking mechanisms on all doors. All openings (doors/windows) are fitted with alarmed contacts and secured out with working hours by locked steel shutters. We have PIR detectors fitted within all Production, Office, Communal and Warehouse areas. Our Alarm System and Fire Detection System is monitored by BT Redcare and fully maintained with a 24 hour, 365 day contract. Recorded CCTV surveillance cameras are fitted throughout all internal areas of our facility together with external cameras covering the entire perimeter of the building. Any access to our premises is via a restricted door entry system; visitors must ring a bell and await personal attention in order that access can be gained.

Employee Confidentiality



Capture All Ltd only employ full time members of staff and as well as being processed through Disclosure Scotland, they are also required to sign a yearly confidentiality agreement which forbids the discussion or disclosure of any material which they may have been worked on, or viewed throughout their employment. On no account are USB devices, Mobile Phones or MP3 style devices permitted within the production area.

Priority Requests for Documents



We are happy to provide full access to all documents whilst they are in our possession; this is made possible either by telephone or email request, with the requested images being returned electronically. Our website www.capture-all.co.uk incorporates a secure "Doc Vault", which gives us the ability to upload requested files to a secure holding area which is specific to each client and allows the file to be downloaded. After a set period of time the file is automatically deleted from the system if it is not downloaded.

The timescale for responding to requests would be on average one hour during normal business hours. Requests should be kept to a minimum (where possible) and exact details provided relating to the item and respective box number.

For more information or to arrange a no obligation quotation please contact us today!!

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