

Neubus DIR Contract DIR-CPO-4407 Services Offered

Digital Imaging Services (DIS):

Neubus provides secure document conversion and data capture services for standard and/or oversized paper; microforms (e.g. microfilm, microfiche); video and/or audio; archival preservation.

Service provisioning options include onsite within a client's provided production space, offsite at Neubus' secure, NFPA 2017 code-compliant facility, or a combination of the two. Our turnkey, fully managed solutions provide unmatched value by including the hardware, software, and staff resources clients need to become more efficient to improve transaction speed, and effective by increasing access and visibility to information.

Electronic Content Management (ECM):

Neubus includes as part of its DIS, a highly secure set of web-based applications built upon our neuDocs Enterprise platform which is fully integrated with our automated records and storage management services.

Neubus' web-based services provide authorized client staff/partners/constituents with comprehensive search and retrieval features regardless of their locations. Using Neubus' services, client users with proper permissions anywhere on the client's network can instantly and securely access images and data online. Armed with Neubus' industry-leading, full-text search (like the Google Search function on the Internet), client users can perform more extensive searches reaching across the entirety of the client's information content.

Neubus provides a unique advantage to clients by enabling authorized users the ability to dynamically replace, retrieve, or store a specific version of a document and incorporate new files and data from a variety of other sources and formats (e.g. audio, video, etc.). Client users can also leverage desktop editing tools to help them collaborate effortlessly with team members, again, regardless of each user's location.

As the volume of client users and client records grow, Neubus' system scales to support those needs. Furthermore, client users can either interface directly with Neubus' suite of applications or Neubus' applications can serve as the back-end repository sitting behind existing client business system(s). For documents displayed to the public, Neubus provides redaction services to readily remove any personally identifiable information prior to making the documents publicly accessible.

In addition to supporting day-to-day maintenance of each client's files, Neubus offers secure, off-line storage, backup, and recovery services to help those clients maintain and protect critical records. Neubus' solutions help clients decrease exposure to service interruptions, ensure redundancy, minimize the risk of loss, and aid in disaster recovery.

Also, first to offer this cost-effective approach, Neubus' storage solution is fully based on the client's business model to yield the best investment return for the client. Neubus' three-tiered storage service takes the client's business needs into account to allow Neubus to select the type of hardware used for each storage tier, the performance of the hardware, the scalability of that tier, the availability of the data, and determine the policies used for managing the client's data – resulting in a highly customized solution for each client.