

Spotlight on Food for the Poor

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Food for the Poor and Fairfax Imaging started our partnership back in 2006 when Fairfax Imaging's *Quick* Modules software was installed to process 125,000 to 150,000 check donations received each month. The system relied on the OPEX® AS3690i™ scanning platform that included an envelope feeder, mail extraction desk, and scanner.

After years of reliable performance, time and advancements in technology began catching up with the AS3690i™ scanners so Vickie Torregrossa, Director of Information Systems for the charity, started researching a replacement plan. It wasn't long into a demo of the new OPEX® FalconRED™ before Torregarossa was convinced that the new document scanner would provide positive gains in efficiency.

The new FalconRED™ scanning workstation was up and running the day after it was delivered allowing Food for the Poor to get more work done faster. In fact, they saw a 40 percent increase in throughput compared to the previous unit. "Many organizations ask customers to return their check to match an amount due on the enclosed coupon. That's not exactly who we are. Although we get many scanline pieces, we also get a lot of white mail or simply a check and an envelope" said Torregrossa. She goes on to explain with the FalconRED™, operators can insert a stack of mixed sizes, including smaller and larger sizes than they could accommodate previously, and the scanner runs through it automatically.

The scanner upgrade has not only improved efficiency but Torregrossa estimates that maintenance costs have been cut in half. For more information on the OPEX® FalconRED™ and how it can help your organization, contact your Fairfax Imaging salesperson.



"Change is often a scary thing...but this upgrade has been so well-received because of how fast the new scanner is and how much more efficient it makes us "

Vickie Torregrossa
Director of Information systems
Food for the Poor



Photo courtesy of OPEX

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Did You Know ?

Fairfax Imaging Professional Services is available to provide onsite assistance, training, and other services to help you get the most out of your system. Contact your salesperson today for more information.

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