

DIGITIZE SMARTER: UNIFYING RECORDS MANAGEMENT, AI READINESS, AND COMPLETE DIGITIZATION SERVICES

How Crowley Turns Disconnected Archives into Searchable, Intelligent Information Ecosystems

OUR PRESENTER



Partick Hill

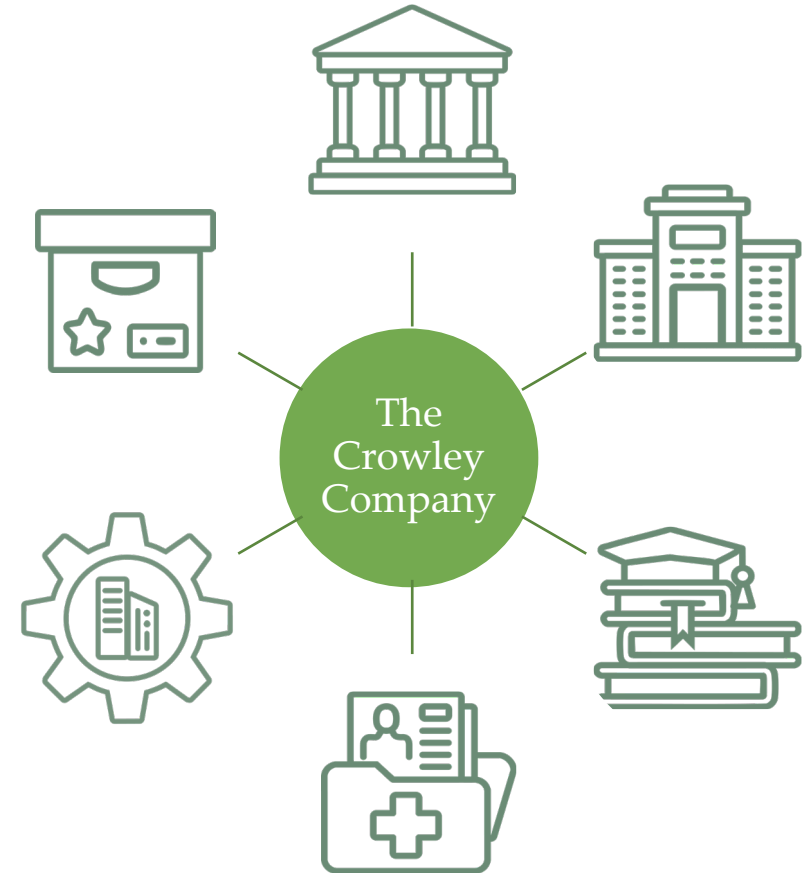
Vice president, digitization services, sales and operation

TODAY'S SCHEDULE

- The New Imperative: Digitization + AI + Records Management
- What “Doing It Right” Looks Like
- Why AI Readiness Starts at the Scanner
- Crowley’s Unique Three-Pillar Advantage
- Deep Dive: Records Management Digitization
- Planning, Budgeting & Prioritizing
- Q&A

WHO WE SERVE

- Government archives
- Corporations with compliance or retention risk
- Universities & research libraries
- Healthcare & insurance
- Engineering firms with legacy drawings
- Any organization facing “AI readiness” challenges





THE NEW IMPERATIVE



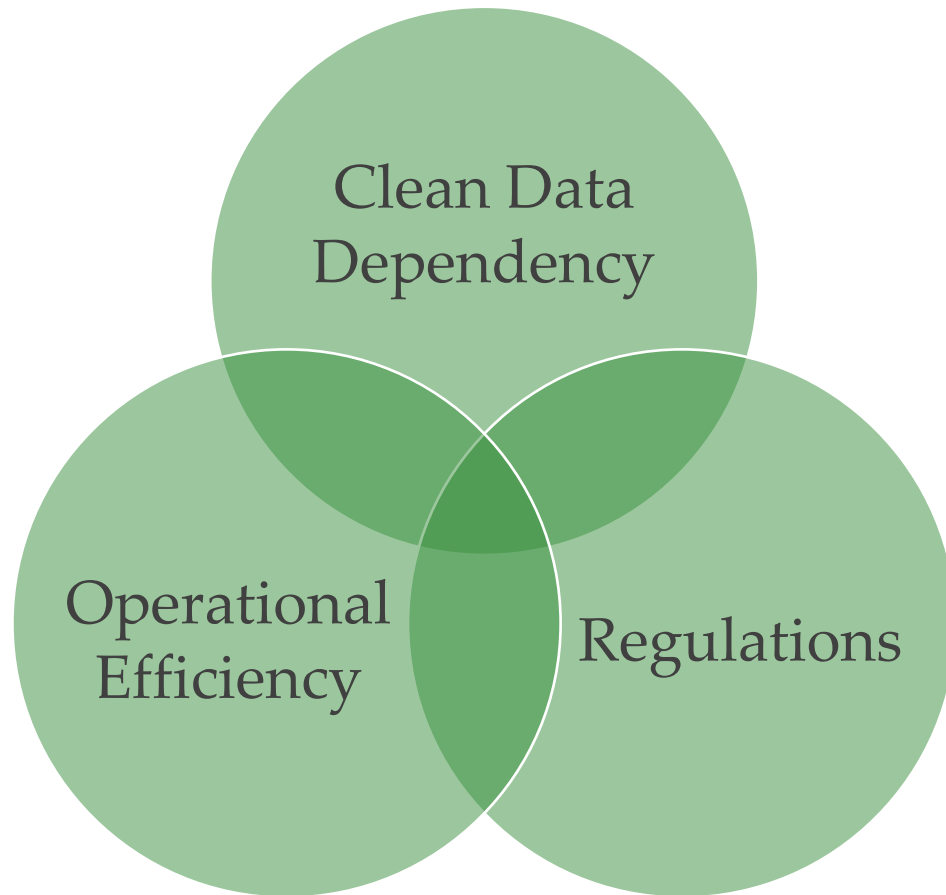
THE INFORMATION LANDSCAPE HAS CHANGED

AI has shifted digitization from **optional** → **essential**.

- Paper and microfilm can't fuel AI models
- Scattered legacy formats block search
- Compliance and retention demands are increasing
- Organizations need fast, accurate, centralized access



Why Digitization Matters NOW



Three converging forces:

- AI dependency on clean, structured data
- Regulations demanding transparency & traceability
- Operational efficiency pressures across all industries

PAIN POINTS WE SEE EVERYWHERE

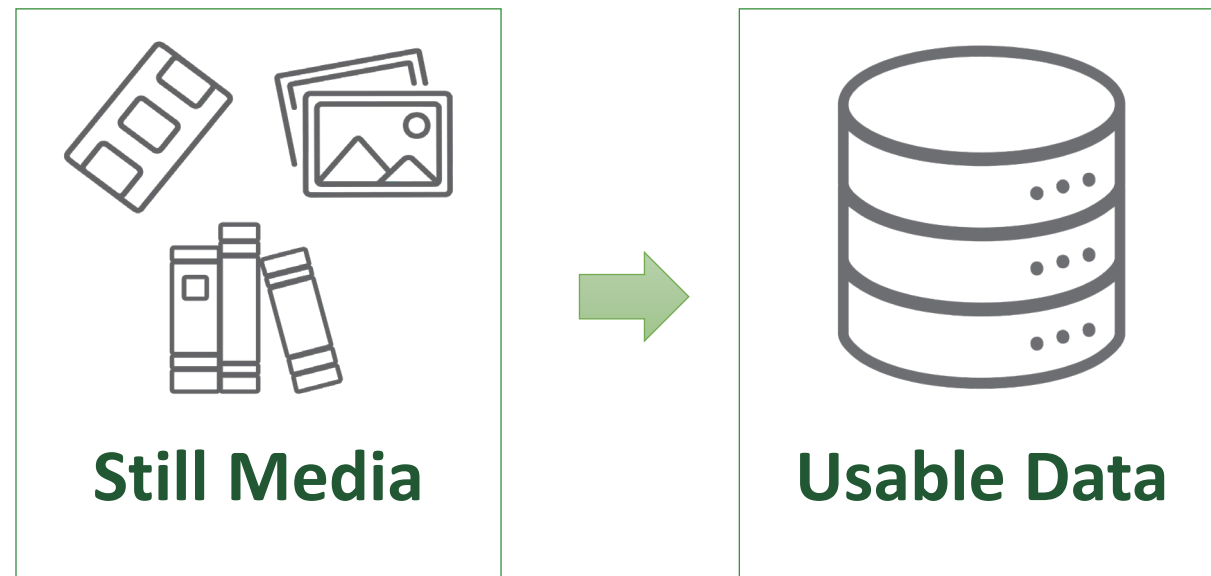
- Staff can't locate records quickly
- Legacy media degrading (48% of film/media has measurable decay)
- Rising FOIA/eDiscovery demands
- Unstructured digital files replacing paper clutter
- AI and analytics teams stuck with unusable data

THE OPPORTUNITY

Digitization isn't just preservation.

It is the backbone of:

- Automation
- AI search
- Auto-classification
- Redaction
- Long-term knowledge management





DOING DIGITIZATION RIGHT



WHAT GOOD DIGITIZATION LOOKS LIKE

A successful program requires:

High image
quality

01

Standardized
metadata

02

Future-proof file
formats

03

Integrity,
consistency and
validation

04

Scalability
across formats

05

IMAGE QUALITY STANDARDS

- FADGI 3- to 4-Star for cultural heritage
- Engineering-grade scanning for drawings
- Balanced resolution & color accuracy
- OCR-friendly tones, contrast, and clarity



Photo credit: NASA

FILE FORMAT STRATEGY

- **Master files:** TIFF, lossless JPEG2000
- **Access files:** PDF, PDF/A
- **AI-ready files:** XML, ALTO, HOOCR, CSV metadata packages
- **Special formats:** RAW, proprietary export formats for engineering

METADATA: THE BRAIN OF DIGITIZATION

Metadata answers:

- What is this?
- When was it created?
- Who needs it?
- How is it categorized?
- Where does it belong?

Include:

- Descriptive metadata
- Administrative metadata
- Structural metadata
- AI-extraction metadata
- Custom schema for industry-specific needs

THE COST OF BAD DIGITIZATION

- AI misreads
- Incorrect OCR
- Misfiled records
- Inability to automate processes
- Expensive re-scanning
- Compliance vulnerabilities

**AI can't fix bad scans
— it **only amplifies**
errors.**



AI READINESS STARTS AT THE SCANNER



WHY AI DEPENDS ON HIGH-QUALITY CAPTURE

Garbage in → Garbage out.

**High fidelity in → Intelligent
insights out.**

Scanner quality determines:

- OCR accuracy
- Entity extraction accuracy
- Metadata reliability
- Search quality
- Machine learning performance

EXTRACTING ACTIONABLE DATA FROM STILL MEDIA

Capabilities unlocked through proper digitization:

- OCR + handwriting recognition
- Auto-tagging
- Entity recognition (names, locations, subjects)
- Predictive classification
- Automated workflows (approvals, case routing)
- Compliance-ready audit trails



EXAMPLE WORKFLOW





AI EFFICIENCY THROUGH STRATEGIC DIGITIZATION



THE CROWLEY COMPANY'S 3-PILLAR ADVANTAGE



THE CROWLEY 3-PILLAR ADVANTAGE

Digitization Products

Our hardware team ensures you get the right equipment for your needs, backed by direct and immediate access to cutting-edge solutions that set industry standards.

Digitization Services

Crowley's tenured imaging specialists have decades of experience handling large-scale projects with accuracy and consistency.

Support Services

Our support team goes above and beyond to ensure clients like you maximize scanner performance and extend the life of your investment.

PILLAR 1: DIGITIZATION PRODUCTS

- U.S. manufacturing
- Industry-standard microfilm, fiche, and document scanners
- FADGI-compliant
- Specialized engineering for legacy formats
- Direct access to experts (no intermediaries)



PILLAR 2: DIGITIZATION SERVICES

- **45+ years** of digital conversion expertise
- Secure chain-of-custody
- Dedicated project manager
- Hybrid on-site/off-site scanning

Service for ANY format:



PILLAR 3: SUPPORT SERVICES

Software & AI ecosystems

- OCR platforms
- Image processing tools
- Indexing and classification engines
- ECM connectors and APIs
- AI-enabled search and redaction

**We meet
organizations
wherever they are in
their AI journey.**

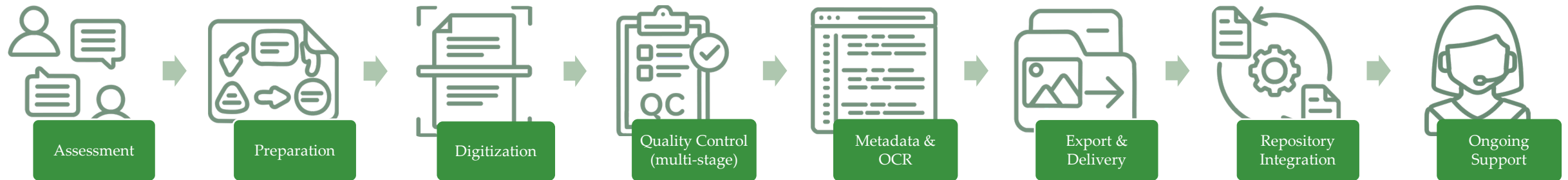


DEEP DIVE: RECORDS MANAGEMENT (RM) DIGITIZATION

WHAT RM DIGITIZATION REALLY TAKES

- Understanding record types
- Prioritizing high-value collections
- Mapping retention schedules
- Identifying risk-intensive content
- Designing custom metadata schemas
- Creating sustainable workflows

CROWLEY'S PROVEN WORKFLOW



WHY EXPERTISE MATTERS



A well-equipped facility with state-of-the-art FADGI-compliant scanning and OCR software technology

Equipment



An expert staff of project managers, imaging and quality control specialists and technology professionals

Experience



A trusted partner in digitization solutions and records management process

Expertise



CASE STUDY



CASE STUDY: Foreign Relations Policies

Challenge:

- High volume with limited budget
- One of a kind, bound books filled with foreign policy documentation
- Foreign language
- Tight bindings with some text in the gutter

Crowley Solution:

- FADGI overhead book scanning on Zeutschel OS Q A1 book cradle
- Patented Laser Curve-Flatten Technology (automatically detects and removes page curvature using laser lines to map the book's spine and flatten the 3D surface during post-scan processing)
- Optical Character Recognition (OCR)
- Natural Language Processing

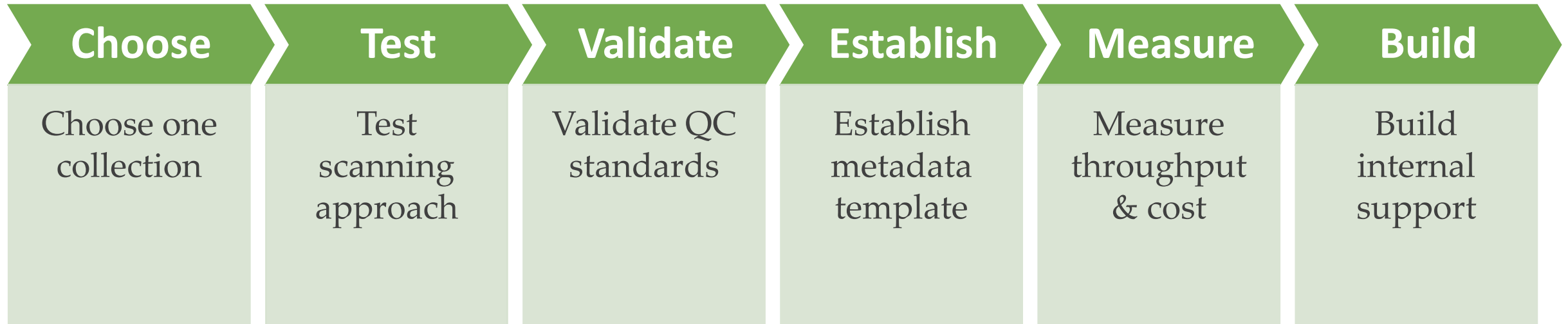
Outcome:

- Archival quality images
- High accuracy OCR (over 98%)
- Fast project timelines & affordable (roughly 10,000 books in less than 12 months)

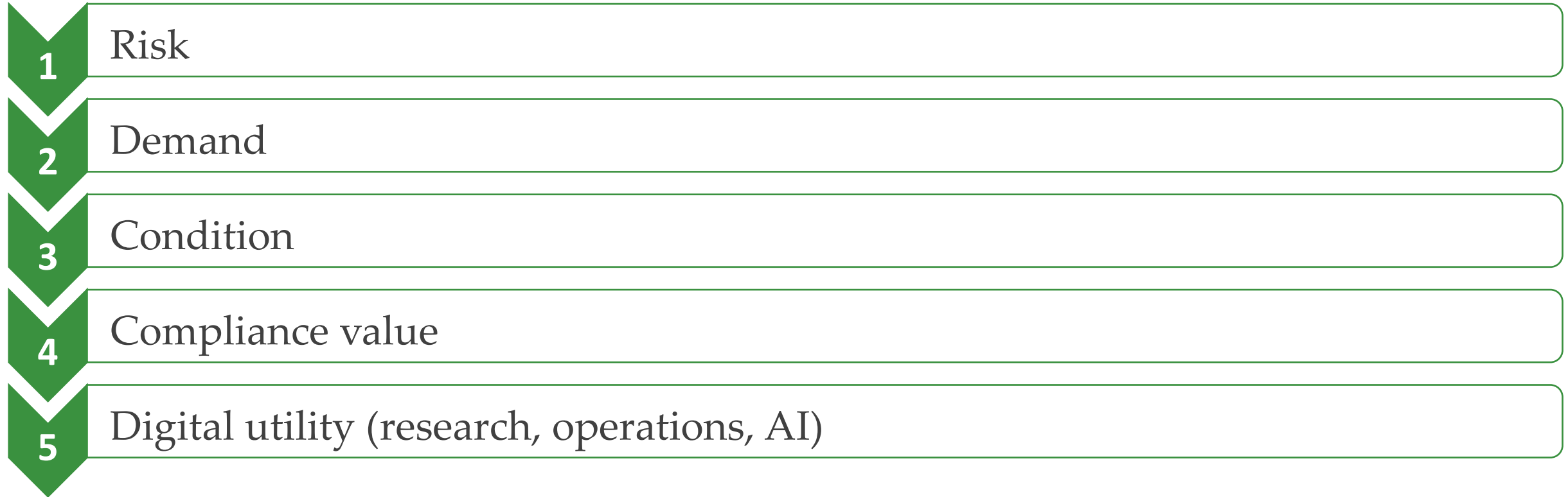


PLANNING, BUDGETING & PRIORITIZING FOR THE FUTURE

HOW TO START: THE PILOT PROJECT



PRIORITIZATION MODEL



BUDGET PLANNING

Considerations:

- Per-image cost
- Staff prep time
- Metadata complexity
- Delivery formats
- Repository integration
- Hybrid on-site/off-site workflow



COST OPTIMIZATION TIPS

01

Bundle similar
formats

02

Automate
OCR/metadata
where possible

03

Use batch
processing

04

Balance master vs.
access formats

05

Hire experts for
high-value
materials, not
interns

WHAT SUCCESS LOOKS LIKE

- Rapid retrieval
- Instant search
- AI-enabled insights
- Secure, centralized repository
- Predictable budgets
- Confident compliance

CONCLUSION



YOUR NEXT STEPS

- Identify 1–2 priority collections
- Request a sample scan package
- Schedule a project consultation
- Begin designing metadata & file format strategy
- Launch a pilot by Q1/Q2 2026

THANK YOU FOR JOINING US!



(240) 215-0224



www.thecrowleycompany.com



**5111 Pegasus Crt., Ste. M
Frederick, MD 21704**

Q&A

