

Case Study

French Ministry of Defense

The installation of an automated data capture solution from Cardiff has improved efficiency at the French Ministry of Defense.

Though the French Military has moved to an all-volunteer army, it still requires every male citizen 18 years old or older to attend an orientation day. Presented by the Ministry of Defense (MOD), the orientation informs the young men about their legal obligations, the different military services, and the jobs within those services. The orientations are presented each Saturday to approximately 180,000 people at 26 sites throughout France. At the end of the presentations, the participants fill in an orientation evaluation form, which MOD uses to improve the orientations.

Initially, MOD used an OMR system to process the data. However, the system was expensive to use and maintain. MOD investigated replacing the technology with a goal to find a completely automated solution that was robust enough and flexible enough so that a custom form could be designed that would require no manual verification.

MOD chose Cardiff® TeleForm®. At each site, depending on volume, it installed one or two PCs with a copy of TeleForm and a mid-range Canon DR 3020 Scanner to capture the form image. Now, after each session, all forms are scanned and read by TeleForm.

For MOD, the benefits have been excellent. It needed a low maintenance solution for this large national effort, but it did not want to compromise the quality of the data it was collecting. Because of the power of TeleForm Designer, MOD was able to create a form that is very clear and easy to mark. This form design, combined with the flexibility of TeleForm's scripting language, allowed MOD to maximize throughput and accuracy while requiring no human



intervention at all. Each workstation processes 2,000 to 2,500 forms per day, and the approximately 180,000 forms are all processed in two days. The fast turnaround time and the elimination of human verification has saved money and allowed staff to focus on other activities.

MOD now plans to use TeleForm to process three additional forms filled in during the orientations. The forms are designed to collect information on demographics, interests, and individual qualifications. The data from these other forms will be given to the French National Statistics Bureau as part of its ongoing national data collection efforts.

Customer at a Glance

French Ministry of Defense

Industry: Government

Application: Orientation surveys

Challenge: Improve data quality and timeliness to better track effectiveness

Solution: CardiffTeleForm, Canon DR 3020 Scanner

Results:

- Processing 90,000 forms per day
- More timely, accurate reports
- Fast turnaround time
- Data entry staff free to do other tasks
- Project expanded to include French National Statistics Bureau forms for its ongoing national data collection efforts

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