

## *Solution Includes:*

- *End-to-End digital document management consulting*
- *Electronic file consolidation*
- *Indexing and archiving of documents in a single process*
- *Searchable archive storage*
- *Customized reporting with flexible numbering systems*
- *Scanning of large and small-format documents*
- *On-site scanning on a project basis*
- *Disposition of source documents*

## About PSC

*Program Support Center (PSC) is a non-appropriated operating unit within the U.S. Department of Health and Human Services (HHS) that partners with agencies, to collaboratively generate solutions to their most pressing challenges.*

*PSC's financial impact begins with cost avoidance (obligated funds verses actual spend) and results in reduced labor expenditures, reduced backlogs and inventories, on-demand delivery of services and products, and resource sharing that impact operational efficiencies.*

# Digital Document Management

## We Can Help

Program Support Center (PSC) helps agencies transition from printed documents into electronic records as seamless as possible. PSC's digital document management solution includes digital conversion and archiving for images and printed materials so customers can eliminate bulky file cabinets, optimize limited office space, and access records more efficiently.

By December 31, 2019, all permanent records held in federal agencies will need to be managed electronically for eventual transfer and electronic accessioning by the National Archives and Records Administration (NARA).

PSC assists in assessing what customers have, determining an action plan (including choosing the electronic format which best meets each agency's unique needs) and offering document scanning, indexing, or data entry assistance while meeting NARA requirements.

### *FREEDOM™ — Records Management Hosted in the Cloud*

PSC recognizes the unique challenges facing federal agencies as they move records from paper to electronic formats into a system that meets federal mandates. PSC FREEDOM™ meets those challenges.

FREEDOM is a secure and intuitive, Software as a Service (SaaS) cloud platform Electronic Records Management (ERM) system designed to manage active documents and official records in the federal domain.

FREEDOM's "out of the box" functionality complies with federal ERM policies and its underlying architecture



## Program Support Center

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## Shared Services

### Accounting Services

Accounting  
Debt Collection  
Financial Reporting

### Acquisition Management Services

Acquisitions

### Behavioral Health Services

Employee Assistance Program  
Organizational Development and Leadership  
Psychological Testing and Evaluation Program  
Work / Life Programs

### Building Operations Services

Facilities Operations and Maintenance  
Room Management  
Shredding

### Clinical Health Services

FedStrive  
Health Clinics  
Medical Employability  
Medical Surveillance  
Workers Compensation Management

### Environmental Health and Safety Services

Automated External Defibrillator  
Environmental Health and Safety

### FedResponse Services

Customer Contact Center

### Grants Finance and Administration Services

Grants Management  
Indirect Cost Negotiations

### Mail and Publishing Services

Departmental Forms Management  
Digital Document Management  
Mail Operations  
Mail Screening  
Printing Program Management  
Section 508 Compliance

### Real Property Management Services

Real Estate Strategy  
Real Property Disposal  
Space Design and Construction

### Supply Chain Management Services

Labor and Moving  
Medical Supply Fulfillment  
Personal Property Disposal  
Personal Property Management  
Publications Fulfillment  
Storage

### Transportation Services

Fleet Operations  
Transit Subsidy Program Management  
Travel Program Management

### Wellness and Health Promotion Services

Wellness and Fitness

allows for extensive customization to meet unique customer workflow and policy needs. Moreover, FREEDOM's "Alive in Five" concept allows agencies to virtually "turn on", easily configure, and begin ingesting documents into a fully compliant system within five (5) days.

## Assessment and Consulting Services

Overwhelmed by the amount of paper and non-digital materials and unsure what to do about it? PSC conducts a full-scale analysis that can serve as the blueprint for future cost-savings, efficiency, and capability decisions. The analysis is critical for customers planning to: downsize, consolidate, move facilities and operations; expand document management technologies; or add to your service offerings.

PSC assessment includes an analysis of the following:

- Cost savings
- User needs
- Equipment necessary to meet your needs today and into the future
- Workflow processes and systems
- Integration of documents, document management systems or ECM (electronic content management) systems with your existing systems

## Types of Materials PSC Converts

- Standard and large format
- Microfilm
- Microfiche
- Paper of all types, including vellum, Mylar, linen, sepia, and onion skin
- Books
- Aperture cards
- VHS/BETA
- Old data tapes and other electronic formats no longer supported
- industry policies and regulations.

## The Cost to Convert

There is no charge for an initial assessment. Simply contact us at [PSCpublishing@psc.hhs.gov](mailto:PSCpublishing@psc.hhs.gov) to get started today.

