



Service Definition

Document Scanning and Digitisation Services

Document Scanning and Digitisation

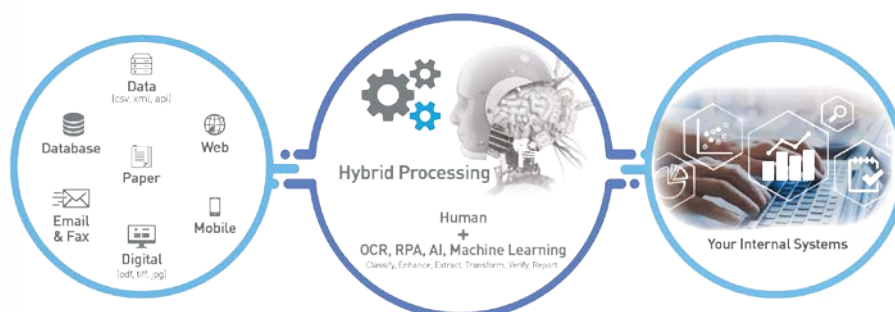
Adetiq is an experienced UK-based service provider specialising in secure data services and cloud support. In recognition of its delivery capability, Adetiq was awarded Global Sourcing Association **‘Onshore Delivery Team of the Year’** in 2025, reflecting excellence in UK-based service delivery, governance and operational quality. With over 20 years’ experience delivering secure document scanning and digitisation services, supporting organisations to convert physical records into structured, digital formats suitable for secure cloud storage and retrieval.

Services include the digitisation of a wide range of document types and media, including standard paper records, microfilm and microfiche, and large-format documents up to A0, such as technical drawings and plans. Typical materials include contracts, applications, questionnaires, employee records, customer files, invoices, financial ledgers and archival records.

Adetiq uses modern scanning and OCR technologies, combined with skilled UK-based personnel, to ensure documents are digitised accurately and consistently. Where appropriate, supervised artificial intelligence and machine learning techniques are used to support document classification and organisation, enabling documents to be grouped, labelled and structured efficiently while remaining transparent and auditable.

A hybrid processing approach is applied, combining automation and AI-assisted classification with manual quality assurance and validation to maintain data integrity and control.

Digitised outputs are produced in pre-defined formats aligned to customer requirements, supporting secure storage, retrieval and integration with customer cloud systems. Services are delivered within secure, accredited environments, with optional indexing, secure storage and secure disposal of original materials where required.





How the Service is Delivered

Adetiq delivers all services from its secure UK-based offices in the South East of England, using only UK-based personnel. Services are delivered within controlled office environments to ensure data security, accuracy and compliance when handling sensitive information. Adetiq does not use offshore or home-based resources for service delivery.

Each engagement is overseen by a dedicated Project Manager, supported by Project Supervisors, who is responsible for end-to-end delivery, coordination of operational teams and performance against agreed service levels. The Project Manager acts as the primary day-to-day point of contact and provides clear governance, reporting and communication throughout the engagement. Adetiq typically operates as an extension of the customer's in-house team, applying appropriate ownership and accountability.

Adetiq welcomes customer audits and site visits and is regularly audited by clients as part of ongoing assurance and quality management activities.

Delivery teams are structured to ensure operational resilience and continuity, including coverage for fluctuations in volume, planned absence and business continuity requirements. Team members rotate within projects to maintain current knowledge of processes, controls and service objectives, supporting consistent service standards.

Service delivery is supported by Adetiq's wider business functions, including IT and information security teams. These teams ensure that systems are regularly tested and patched, staff receive ongoing data security training, and all processing activities are recorded within systems that maintain a full, end-to-end audit trail of actions and interactions, supporting traceability and compliance.

Adetiq employs a hybrid delivery model combining skilled personnel with automation and supervised artificial intelligence and machine learning technologies. AI and ML are used to support activities such as document classification, data validation, enrichment and quality assurance, improving efficiency and consistency while remaining transparent, explainable and subject to human oversight.



Disaster recovery and business continuity arrangements are in place and tested periodically to support continuous service delivery. Adetiq maintains compliance with UK GDPR and holds certifications including ISO 27001, ISO 9001, BS 10008 and Cyber Essentials Plus.

How we price

Pricing for Document Scanning and Digitisation services is based on fixed unit rates, allowing buyers to easily calculate costs based on document volumes and optional service requirements.

Scanning, document preparation, and optional services such as OCR and secure destruction are priced separately to reflect the condition of source documents and the level of processing required. This approach ensures transparency and enables buyers to select only the services required for their specific project.

All services are delivered by UK-based personnel operating within secure, ISO 27001 and Cyber Essentials Plus certified environments. Prices are fixed, exclusive of VAT, and there are no minimum order volumes or hidden charges.

Features of Service

Adetiq's Document Scanning and Digitisation services are flexible according to the requirements of the project at hand.

Decades in the industry has taught us that often no two projects are exactly the same. Therefore, upon commencement we offer consultancy and best practice advice with regard to the best process(es) develop a project plan to ensure the best results.

Features of our Document Scanning and Digitisation Include:

- BS 10008 certified. BS10008 is the British Standard that outlines best practice for the management and storage of electronic data. BS 10008 outlines best practice for transferring electronic data between systems and migrating paper records to digital files. It also gives guidelines for managing the availability and accessibility of any records that could be required as legal evidence.
- Document formats handled from A5 to A0, including streamlining disparate documents from multi-channel sources.
- Scan direct to an API for upload to your cloud services real time.
- End-to-end project management ensuring it is accurate and complete.
- Automated OCR to convert your images to searchable giving you access to all of your information.
- Language translation and metadata creation.
- A fully integrated combination of automation systems, and skilled personnel to deliver projects – combined in a manner to deliver the best results.
- Skilled, knowledgeable UK based workforce. Benefit from different specialisms from across the business. Adetiq has a diverse workforce with a range of skills sets, which we are able to allocate to any data project accordingly. Our technical teams are able to programme systems for automation and have specialist skills according to the nature of the data and associated systems.
- Adetiq can work with any source or destination formats, and can work directly within your systems, using our own specialist systems or a combination to achieve the best results.
- Real-time data transfer.



- Highly secure, ISO 27001:2022 certified, Cyber Essentials Plus accredited data processing environment.
- Project planning, milestones and management information provided as standard.
- Hybrid of Robotic and Machine Learning automation (RPA/AI/ML) and human resource depending upon specific requirements.
- Entirely UK based operation, office based and security background checked personnel.
- Secure destruction and recycling of original hard copy documents.

Benefits of Service

The digitisation of documents held within your organisation is key to delivering a complete cloud solution for your employees

By outsourcing Document Scanning and Digitisation you will benefit from the skills and expertise from specialists in the industry, whilst also alleviating the burden from in-house teams.

Outsourcing highly labour intensive tasks, has proven to reduce costs and improve accountability and accuracy. Further key benefits are:

- Obtain maximum business benefit from the information you already have and ensure a seamless data flow into your cloud systems. Build better customer profiles and/or ensure regulatory compliance by ensuring that your data is accessible, up to date and in one central location.
- Save time, searching through archives for information. One central repository of all data, will maximize the efficiency of your internal team.
- Ensure that your business documents are usable and valid over the long term, with an audit trail to demonstrate the efforts your business takes to ensure the validity of its data.
- Outsourcing document digitisation brings accountability to the project. Selecting a professional organisation with Service Level Agreements and Key Performance Indicators in place, will ensure a professional and complete service delivery, which is also impartial in terms of assessing the accuracy of information.
- The team at Adetiq are data experts with Adetiq in operation for decades.
- Adetiq uses the latest technologies, and continually assesses the market for new innovative technologies. Benefit from the advances in automation, without the cost of installing new software and hardware.
- Adetiq uses an effective hybrid of technology and skilled resources tailored to the specific requirements of each project. Accuracy and completeness is critical, and therefore the best methods will be employed according to the specific requirements of the task.
- Alleviate internal work forces from time consuming administrative work, outsourcing has proven to be a cost and time effective method of conducting administration tasks –

allowing internal resources to focus on core business matters.

- Adetiq has comprehensive data security standards and credentials for governance and peace of mind, ISO 27001 and UK Government Cyber Essentials Plus certifications.
- Adetiq is based entirely in the UK and welcomes all clients to visit the office premises to review operations.
- As standard Adetiq tracks every interaction with every digitisation project, to ensure effective and complete tracking and auditing capabilities.
- Adetiq offers scalable solutions, completely

customisable to the business requirements.

- Quality Assured, Adetiq are ISO9001 certified.
- Ethical, Adetiq adhere to an Ethical policy for both internal staff and the wider environment.
- Secure shredding of hard copy documents and 100% recycling assists in your sustainability policy.

Document Scanning and Digitisation Clients

