

DocWizard™ for **MOTOR VEHICLE CITATIONS** **PROCESSING**

Captures and manages citation, payment, and related document images, automates the workflow for the posting of these documents, and automatically correlates them with existing Motor Vehicle systems.

Target Industry

Government

Business Application

Motor Vehicle Citations
Management

Products:

- FileNet Business Process Manager
- FileNet Content Manager
- FileNet Capture

* System integration needed

* 3rd party software needed

* Custom development needed

Industry Challenges

Traditional entry and correction of citation and payment documents are labor-intensive and error-prone processes. And as governments feel the pressure of budget overruns and belt-tightening, they're looking for ways to post citations and associated payments with greater efficiency and effectiveness.

A constituent is likely to become aggravated when he or she receives a notice of non-payment for a citation for which, in actuality, the check has been sent and cashed. And this kind of situation is significantly more prevalent when citation and payment processing is performed without the aid of automated scan image recognition and workflow processing.

Key Business Requirements

Government agencies are looking for Enterprise Content Management (ECM) solutions that automate the workflow for the posting of citations and payments, and that automatically correlate citation and payment documents with their existing systems and databases. Specifically, these agencies are looking for solutions that:

- Increase productivity
- Improve accuracy of citation and payment information entered into existing systems
- Enable them to reduce the number of times paper documents are handled
- Eliminate the movement of citation paper documents between various agency building locations
- Ensure bank deposit of all payments the day they're received
- Lower the cost of government
- Improve service delivery to their constituency

Business Challenge

Citations are typically multi-sheet forms, the copies of which are received at different times. When a citation copy is received, with or without an associated payment, it is often moved between organizations as citations are sorted, routed, entered into existing agency systems, and correlated with other citation copies, payments, and other supporting documents.

When agencies run benchmarks they find that each organization manages its own operations without full knowledge of the operations within its sister organizations, and that these disconnects, along with errors made during paper-intensive business processes, such as manual data entry, lead to erroneous and unreconciled data in their systems. A separate group of people is then assigned to reconcile the problems associated with the manual approach. So headcounts grow while processing times and data error rates see little or no improvement.

Solution Description

Softech DocWizard™ for Motor Vehicles Citation Processing workflow application provides a complete imaging, data storage/retrieval/reconciliation, workflow, and reporting mechanism for processing of citations and payments.

Citation copies, payments, and related documents are received at a Motor Vehicles Department in a variety of ways, having originated from constituents, with or without an associated payment, from law enforcement agencies, and from courts. The specific documents vary, depending on the nature of the correspondence or payment. Motor Vehicle Department employees open the mail and, instead of typing information contained within the documents into a computer or microfilming the document, they prepare the enclosed documents for scanning. They then scan the documents, which are captured into a scanned image database with an associated document record locator for correlation with existing documents or with documents anticipated to arrive at some time in the future. Once the information is captured, payments received in the form of checks, money orders or vouchers can then be collected and deposited at the bank for immediate recognition.

Trained data entry personnel are automatically notified of pending citations assigned to them for data entry or correction. The DocWizard™ for Motor Vehicles Citation Processing solution has already used its Advanced Document Recognition (ADR) capabilities to automatically capture much of the information contained within the documents. Where ambiguities exist, the operator is guided from one piece of information to the next so he or she can complete any remaining data entry into the existing systems. Since the document image is displayed for the operator with typically superior resolution, any manual entry of data is quicker and more reliable than it was back the original document was used for entry.

Since the solution is integrated with the DocWizard™ for Motor Vehicles Citation Processing existing systems, the desired images are managed as a complete document package and can be retrieved upon demand. Metrics are reported so that organization management has visibility into processing rates, snags, and improvement initiatives.

Unique Capabilities

Advanced Document Recognition (ADR) capabilities relieve the data entry operator having to enter much of the information contained within documents received by the agency. Scanned images for in-state and out-of-state citations, payments, court orders, and other documents are available at any time by anyone authorized to access them.

The solution's management capabilities allow authorized personnel to access an entire collection of documents related to a single driver, court, law enforcement agency, field office, or other entity, as needed. Optimized processes ensure that work flows through the various organizations such that overall organizational efficiency is achieved. Reporting of metrics and statistics enables the agency to validate processing improvements.

Value Proposition – Softech DocWizard™ for Motor Vehicles Citation Processing solution:

- Reduces the time associated with manual data entry processes
- Decreases data entry mistakes
- Eliminates paper shuffling and retrieval
- Ensures information can be found at any time and is presented in an easy-to-use manner
- Provides agency management with visibility into day-to-day operations and trends occurring over time
- Enables improved service to constituents

Return on Investment

Since paper-intensive processes tend to become complicated over time and difficult to measure with consistency, government agencies often have lose confidence in their ability to accurately assess their current costs. Yet they know instinctively that significant improvements can be made with reengineered processes enabled and sustained by the proper set of automated tools. As a result, agencies do their best to articulate ROI as they launch new initiatives.

Softech's experience is that metrics established by ECM-based initiatives confirm significant reductions in time, error-correction and overall labor costs. This realization is nowhere more prevalent than in the processing of motor vehicle citation and payment processing initiatives.

Company Description

For over 10 years Softech & Associates has been a premier provider of IBM Enterprise Content Management solutions with more than 100 ECM customers. Softech provides cradle-to-grave software development and support services along with system conversion, data conversion and migration, media migration, system upgrade, and IBM P8 maintenance support services.



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