

Citizen Services and Collaboration in the 21st Century

Meeting Government Information Capture
Needs

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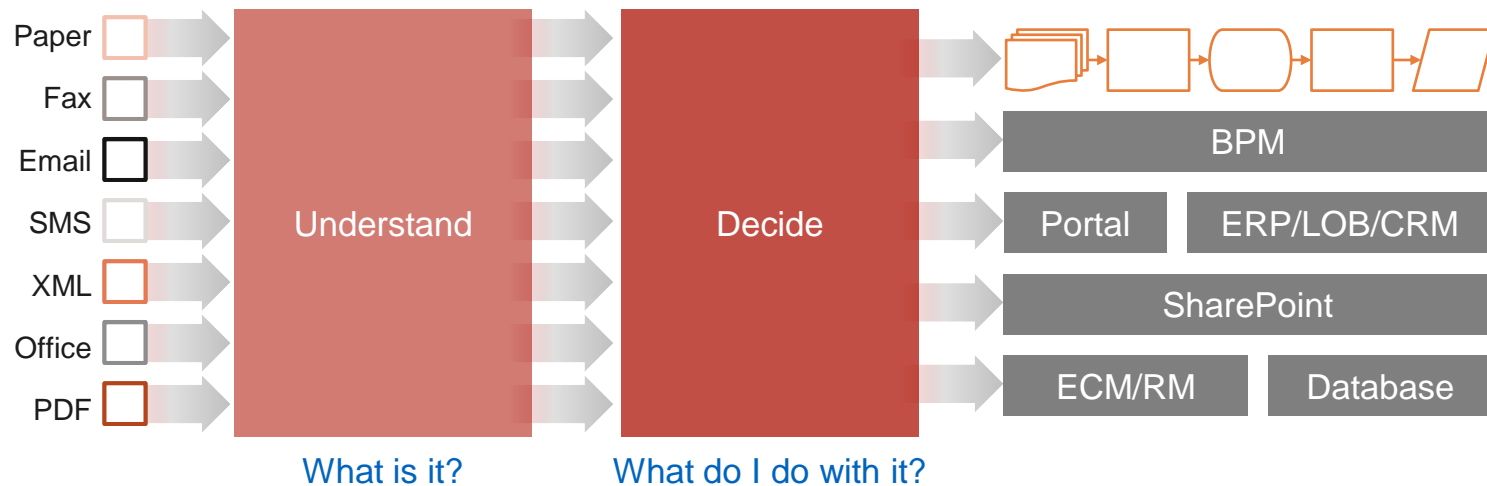
Capture: Your Onramp to Document Driven BPA



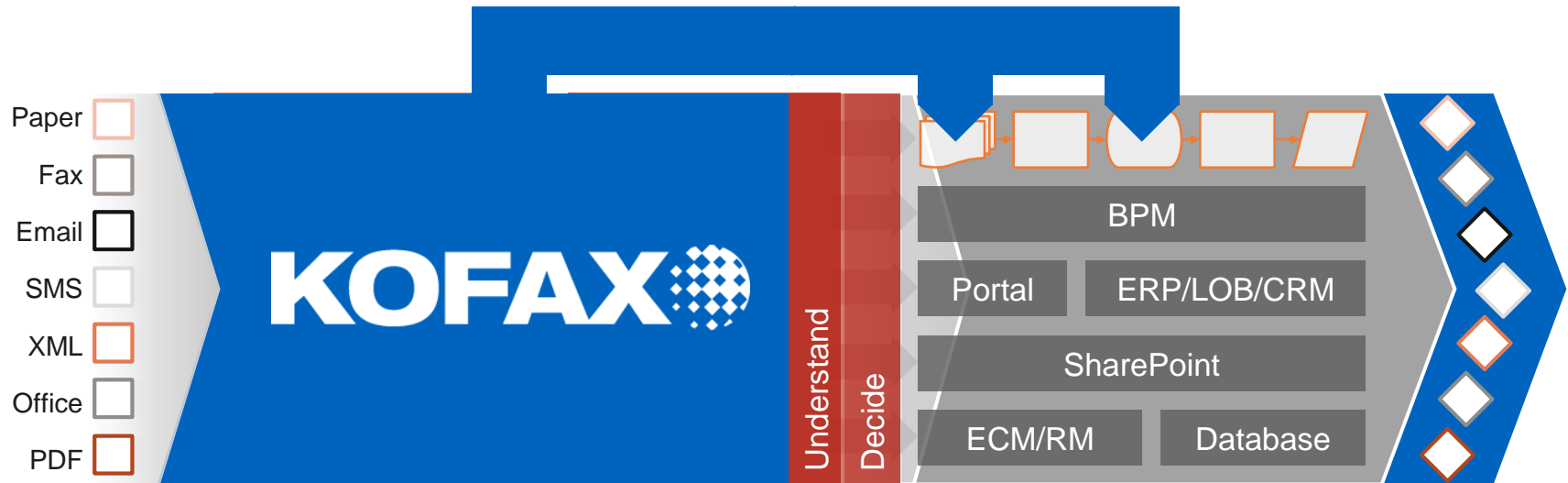
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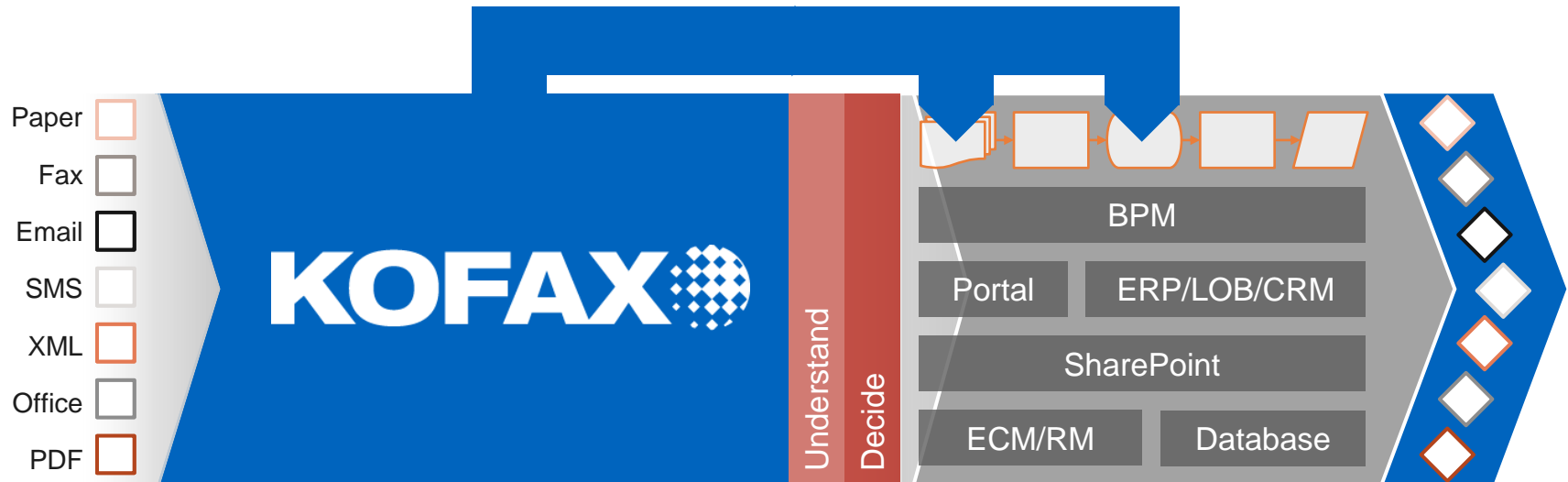
- Fuel e-Democracy & e-Government
- Reduce Costs, Speed Processing
- Enhance Regulatory Compliance
- Streamline Collaboration and Communication
- Migrate from Paper to a Paper & Electronic Document Environment
- Reduce carbon footprint

Conceptual view: process citizen requests, communication



ICT Automation: reduced process time & cost







Social Services Benefits

- Eligibility & Enrollment
- Financial Aid
- Food Assistance
- Child Support Services
- Unemployment
- Workers Comp
- Housing
- Health Care



Public Health

- Vital Records
- Census Data



Courts and Justice

- County Circuit Courts
- District Courts
- Clerks Office
- Wills
- Land Records
- Deeds
- Liens
- Violations



Revenue, Finance & Taxation

- Retirement & Pension
- Tax Form Processing
- Investigations
- Collections
- Licensing
- Permitting



Education

- Admissions
- Transcripts
- Exam Processing
- Special Ed/IEP Case Management
- Early Intervention (0-5) Case Management



Public Safety

- Ticket Processing
- Inspections
- Permitting
- Corrections
- Police
- Fire



Transportation

- DMV
- State Road Construction
- Traffic Pattern Coordination
- Urban Modernization



Facility & Assets Management

- Utilities
- Water/Power
- Buildings
- Computers
- Vehicles

Citizen Benefits Enrollment

Workers Compensation & Pension

Finance

Child Support Enforcement

Tax & Revenue

Digital Mailroom

Unemployment Claims

Human Resources Administration

Invoice Processing

- In many agencies, the daily work is initiated by the distribution of the incoming mail to:
 - Departments
 - Groups
 - Individuals
- Scanning and image-enabled workflow is only half the answer



ICT can dramatically reduce an agency's operational costs by reducing labor for preparation and post-scan processing

Collect



Applications
& On-going Claims



Supporting Documents



Case Files
Licensing
Permits
Violations
Admissions
Transcripts

Channels



Walk-In



Postal Service



Fax



E-mail

Mailroom



Scanner

People



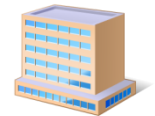
Case Workers



Decision



Internal/External
Departments &
Agencies



External
Organizations

Processes

Workflows

Reporting

Collect



Applications
& On-going Claims



Supporting Documents



Case Files
Licensing
Permits
Violations
Admissions
Transcripts

Channel



Walk-In



Postal Service



Fax



E-mail

Capture



Scanner



Fax Server



Inbox



Classification
Extraction
Validation
Delivery

People



Employees



Decision



Internal/External
Departments &
Agencies



External
Organizations

Processes

Workflows

Reporting

**Cost
Containment**

**Reduce consumables &
administration cost**

**Reduce processing cost through
automation of capture, classification,
validation, seamless back end
integration**

**Do more
with less
headcount**

**Increased
Efficiency**

Accelerate processing time

**Communicate – notify constituents and
share or request information in the most
cost-effective way**

Improved Constituent Satisfaction

**Improved
Access
from 1 week
to 1 minute**

**Improved
Information
Management**

**Collaboration with departments,
agencies and clients**

**Cost effective inbound and outbound
communication on one platform**

**No need to
pack and
ship paper
files**

Proofpoints: Customers in the Government Sector



Landesamt für Besoldung und Versorgung



Aus Liebe zum Menschen.



ices and



tion in the 21st Century



Innenministerium
des Landes Nordrhein-Westfalen



nexi muenchen.de

Location: Watford, United Kingdom
Size: 2200 Employees

Challenge

- Receives annually hundreds of thousands of boat licenses, renewals etc.
- Document volume exceeded storage capacity
- Staff members spread out across multiple sites without access to stored data



Solution

- Centralized scanning of barcoded documents and automated separation and extraction of required information with Kofax Capture, Kofax VirtualReScan (VRS)
- Automated validation by SAP look ups, release to MS SharePoint, automated filing
- Conversion of 350.000 .tiff files to searchable PDFs

Results

- Documents available to staff in real-time
- Solution saves more than \$ 15 million annually in staffing, operating costs
- Documentation centrally stored, properly versioned and easily searchable and retrievable

Location: Geneva, Switzerland
Size: 14,000 Employees
Solution: Mailroom

Challenge

- Suffered from serious storage capacity problems
- Low level of transparency to citizens and suppliers
- Needed to improve handling of hundreds of thousands of important citizen documents
- Needed to improve service-level



Solution

- Centralized batch scanning, automated separation, extraction, validation and release to various front- and backend-systems, collation into one digital file
- Kofax Capture, Kofax VirtualReScan (VRS), Kofax Transformation Modules (KTM)

Results

- Increased service level to citizens and suppliers
- Reduced errors, quicker response to queries, reduced overhead costs
- Storage issue completely solved
- Faster invoice processing

Location: Romania
Population: 21 Million

Challenges

- needed to capture alphanumeric census information with high accuracy
- Registration information from millions of documents needed to be processed in very short time
- Support 48 census centers



Solution

- Kofax document processing platform, capture continuous feeding of documents in batches of mixed sizes and weight, Image de-skew in forms – 40 million documents licensed per year

Results

- The Kofax solution performed black border removal and eliminated colored boxes in forms
- 25 000 census documents processed in 30 minutes (election 2009)
- The Kofax solution met every target for greater speed, accuracy and cost-efficiency

Projects

- Agency for Payment and Intervention for Agriculture – milk quota study for all romanian counties
- National Statistical Institute - Structural survey in agriculture of 2007
- National Statistical Institute - European parliament election for Romania
- National Statistical Institute - General Agricultural Census 2010 project

Benefits of Automation

Responsiveness
Productivity
Processing Capacity
Quality
Constituent Satisfaction

Operating Costs
Misplaced/Lost Files
Fraud
Benefits Delivery
Timeframe



Agency Director
“I want all our processes to be streamlined – we need be more efficient and provide better service to our constituents.”



Benefits Delivery Manager
“I want a secure, reliable and easy to manage process where my staff focus on serving our constituents, not handling documents.”

Successful for more than 20 years

- Acknowledged market leader in information capture
- Helping customers to optimize/automate their mission processes.

Global presence

- 1,100 employees in 37 countries
- 800+ Partners
- Global professional services organization
- Global support organization
- Development and product management in the US, EU

Proven track record

- 20,000+ customers around the globe
- Significant public sector presence



www.kofax.com

KOFAX

Thank You!

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