

# Citizen Services and Collaboration in the 21st Century

Meeting Government Information Capture  
Needs

2011

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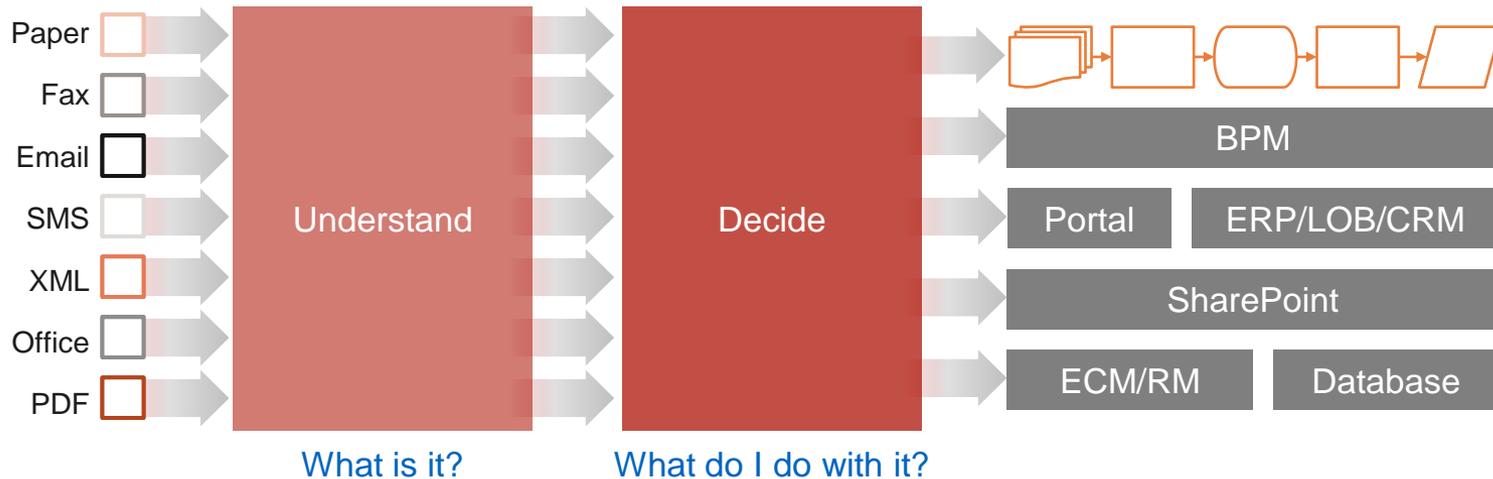
# Capture: Your Onramp to Document Driven BPA



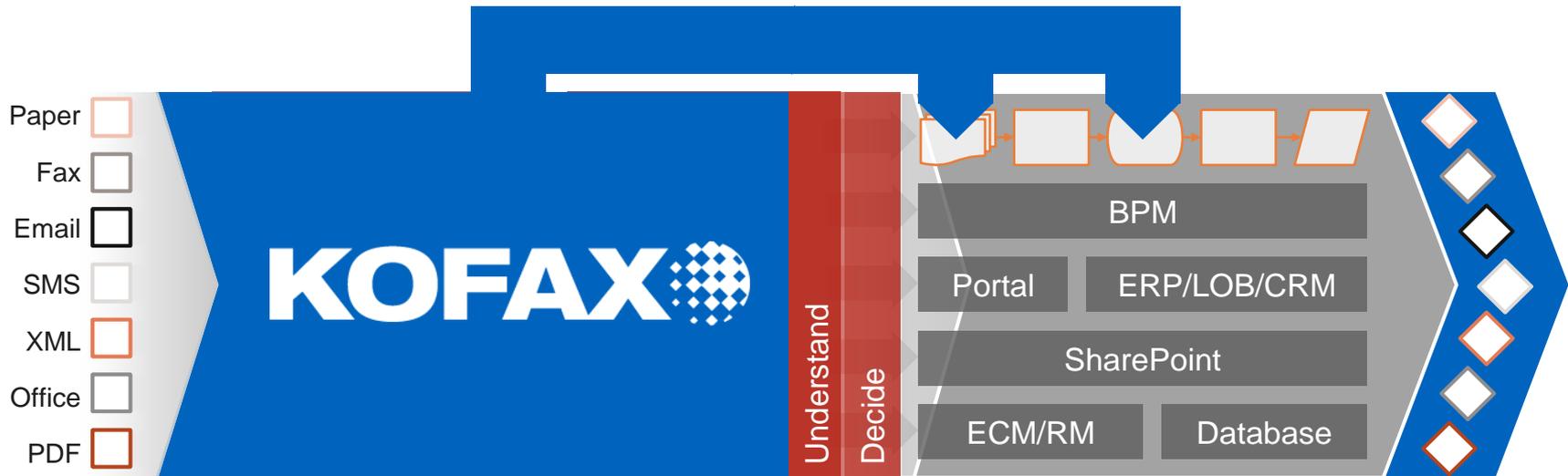
## VALUE

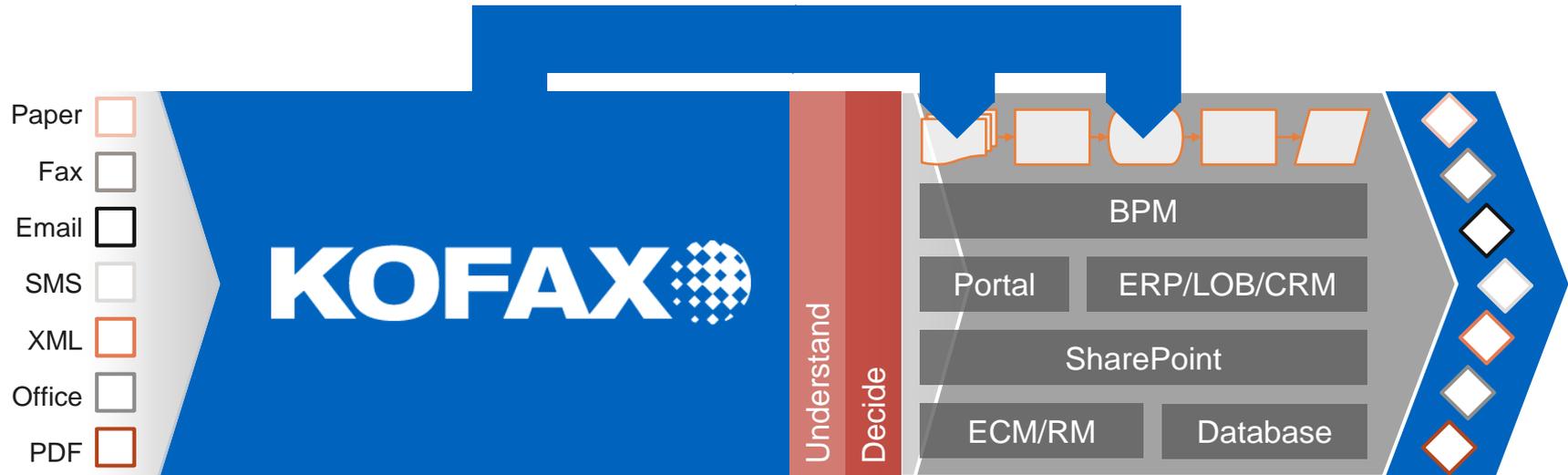
- Fuel e-Democracy & e-Government
- Reduce Costs, Speed Processing
- Enhance Regulatory Compliance
- Streamline Collaboration and Communication
- Migrate from Paper to a Paper & Electronic Document Environment
- Reduce carbon footprint

# 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

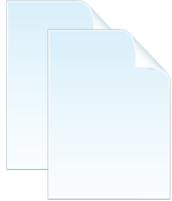
Invoice Processing

- 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**

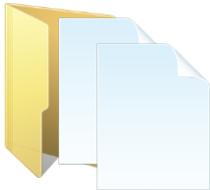
## Collect



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

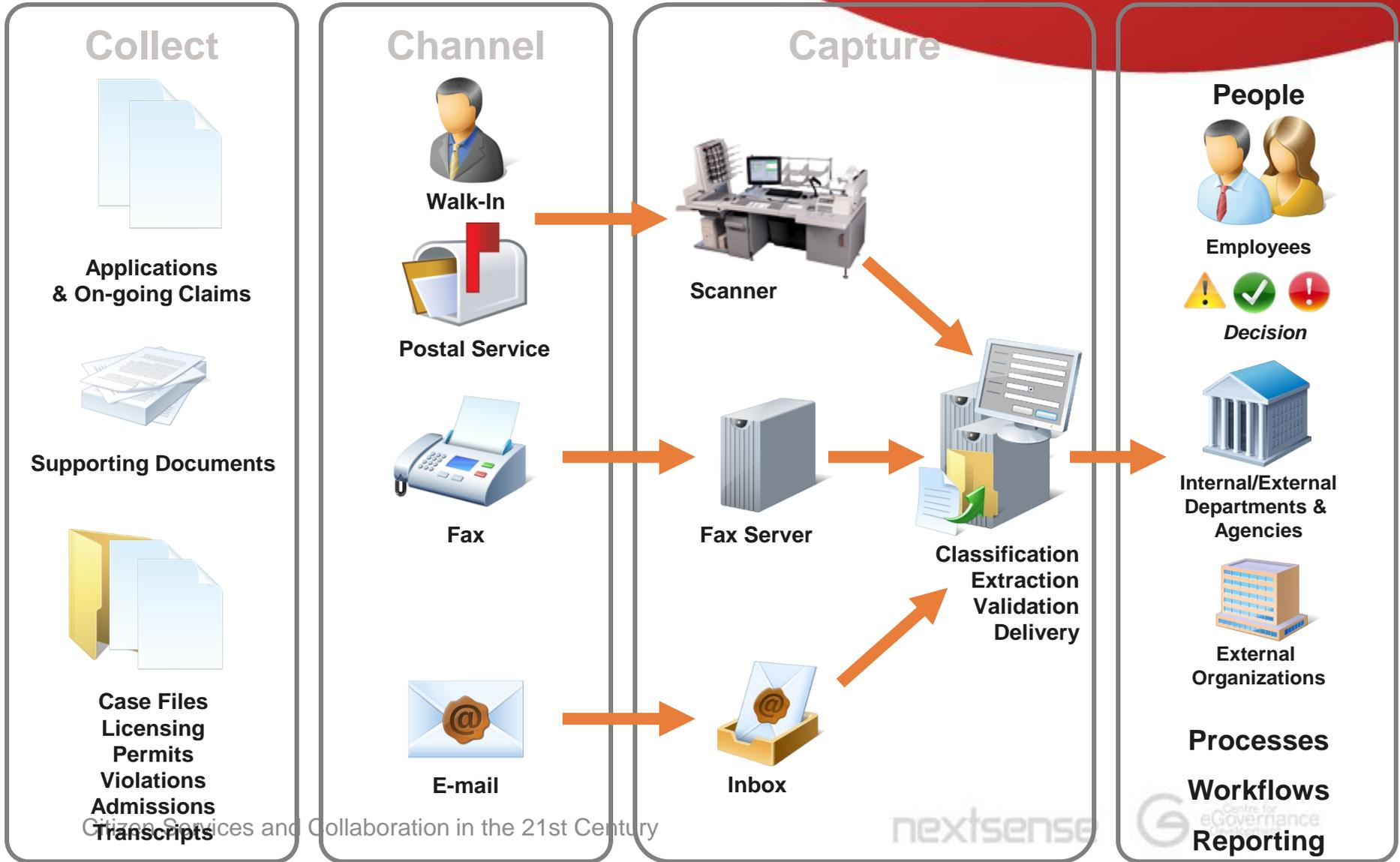


External  
Organizations

Processes

Workflows

Reporting



**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



**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

**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, Europe

## Proven track record

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



### Toward Citizen Services and Collaboration: e-Government in the 21st Century

#### Executive Summary

For almost two decades, authorities worldwide have used computer networks and digital media to reshape interaction with their citizens as well as administrative proceedings. Popularized under the name "e-government," the range and scope of these activities has since widened considerably, and what was once seen as an extra information and communication channel is now considered a powerful transactional tool enabling collaboration across organizations. Creating a coherent "e-government landscape" however, requires substantial changes in the way government agencies handle their information assets — particularly data and document management and archiving. This paper explains how software solutions automating data entry and document driven business processes let you master the necessary transitions.

#### The Roots of e-Government: New Media, Administrative Reforms and the Lean State

The term "e-government" and the concepts behind it have existed for almost as long as the World Wide Web. Coined in the early 1990s, they were meant to imply that public administration would gradually shift its services toward then-emerging "new media" like email and the Internet. The expected benefits — gains in speed, flexibility and accessibility as well as cost savings — fit well with the

# Thank You!

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