Georgia Department of Revenue

FAIRFAXSOFTWARE

Case Study

The Georgia Department of Revenue uses the motto: "Faster. Friendlier. Easier." But those words could be the rallying cry for most government entities in these tough economic times.

One part of the Georgia Department of Revenue's strategy for doing things faster, friendlier and easier is its recent implementation of an advanced payments processing solution that includes the ability to deposit items electronically via Check 21, potentially speeding funds availability and eliminating the need to courier checks to its financial institution each day.

The new system has paid immediate dividends. The system's increased throughput enabled the state to complete the scanning for its peak season earlier than ever. And, the state expects to improve on these results as it continues to make use of the system's 2D barcode reading.

The state's system includes software from Fairfax Software and scanners from ibml. Fairfax Software is the leading reseller of ibml scanners in the state government marketplace.

The new system is also helping the department significantly increase its daily output, while reducing the number of jams on its scanners. It has also provided the state with state-of-art 2D barcode reading functionality, which captures critical tax payer information during scanning, automatically eliminating manual paper sorting and speeding turnaround.

A Track Record of Success

The Georgia Department of Revenue is a longtime user of imaging technology for tax return documents. And for the past 14 years, the ImageTrac® scanners from ibml have been an integral part of those initiatives. The ImageTrac scanner is a high-speed color scanner that features an open-track design, in-line document processing intelligence, multiple pocketing options and the ability to process multiple document types co-mingled. After positive experiences with two previous versions of the scanner, the state decided in 2010 to upgrade to the latest version of the ImageTrac in order to replace its six aging scanners and leverage enhanced capabilities that weren't available on its legacy hardware. Upgrading its scanners also provided the state with an opportunity to migrate to the latest version of Fairfax Software's capture software. The previous success the state had with the combined solution from ibml and Fairfax Software played a critical role in its decision to upgrade the system.

The Georgia Department of Revenue went into live production with the new solution on March 24, 2011 – immediately before its peak tax processing season for the year. The upgrade went especially well, with Fairfax Software coordinating the installation in concert with a registered ibml technician. Only minor changes were required of the solution in order for it to integrate with the state's legacy environment. What's more, the operator interface on the state's new scanners is nearly identical to that of its legacy devices, providing a seamless migration for users. To ensure a smooth transition to the new system, six staff members were provided hands-on administrative training, which the state later described as "invaluable." The new system installation was required without any interruption to the state's production.

The Results

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Processing high volumes of tax documents in a short period of time is no small task. The Georgia Department of Revenue—staying true to its motto—raises the stakes by setting a goal for itself to exceed its current daily production output and produce the best quality images possible—all while reducing its average processing time. Based on a long track record of success, the state believes the ibml-Fairfax Software solution is the best way to meet this goal.

About ibml

ibml provides intelligent scanning and document capture solutions that drive business process improvements from the point of capture—whether it's a high-volume centralized operation or a remote office. Combining hardware, software and services, ibml's comprehensive solutions automate the most demanding document applications in banking, financial services, healthcare, government services, outsourcing and more. Every day, hundreds of ibml customers across 41 countries use our technology to capture millions of document images.

About Fairfax Sofware

Established in 1994 with offices in California, Florida, Illinois, New Jersey, Ohio, Texas, and Virginia, Fairfax Software developed its own processing software, Quick Modules. Quick Modules offers the industry a highly successful and award winning fax, forms, and remittance processing solution. Currently, Quick Modules systems process billions of dollars in payment items and millions of transactions per day across many industries, in government, healthcare, and other sectors. For more information, contact Fairfax Software, toll-free at 877-627-8325, or visit us on the web at www.fairfaxsoftware.com.

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