GEORGIA DOR

The Georgia Department of Revenue uses the motto: "Faster. Friendlier. Easier." This should be the rallying cry for any governemnt entity in both tough and prosperous economic times. Georgia DOR embraced their motto adopting Fairfax Software solutions.
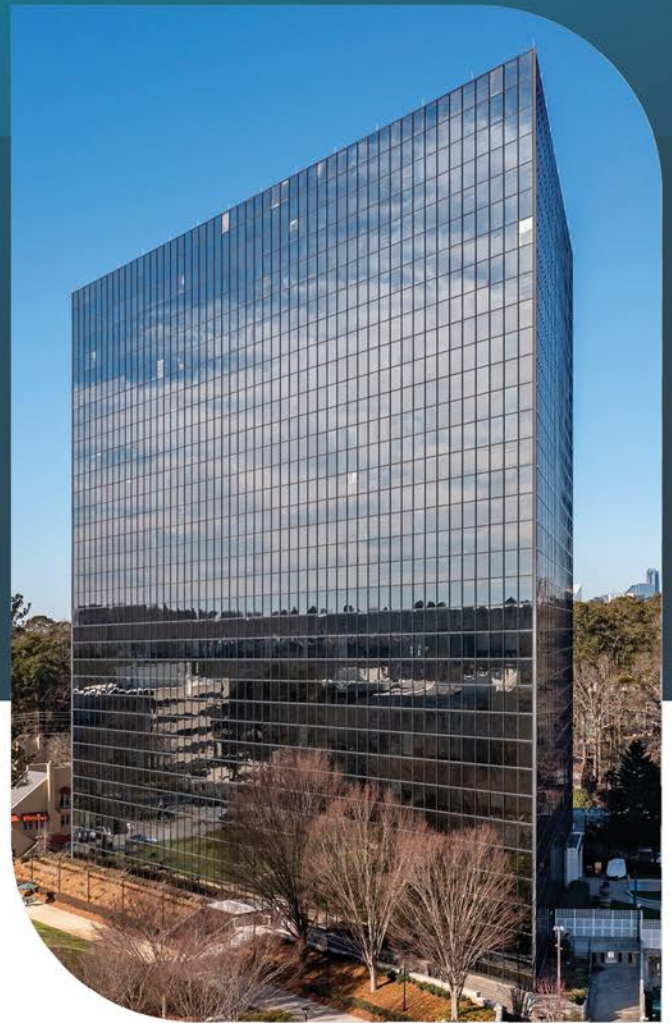
OVERVIEW

The Georgia Department of Revenue recently enhanced its operational efficiency by adopting an advanced payments processing solution. This implementation includes the capability to electronically deposit items via Check 21, potentially accelerating funds availability and eliminating the need for daily couriering of checks to its financial institution.

Key components of this system involve software provided by Fairfax Software and scanners supplied by ibml. Notably, Fairfax Software stands out as the primary reseller of ibml scanners within the state government sector.

This new system has not only enabled the department to significantly increase its daily output but has also minimized scanner jams. Furthermore, it integrates state-of-the-art 2D barcode reading functionality, facilitating the automatic capture of the critical taxpayer information during scanning. Consequently, manual paper sorting is eliminated, leading to expedited processing times.

A TRACK RECORD OF SUCCESS

For over 14 years, the Georgia Department of Revenue has relied on imaging technology for managing tax return documents. Central to these efforts have been the ImageTrac® scanners by ibml, renowned for their high-speed color capabilities, open-track design, and sophisticated in-line document processing intelligence. These scanners have been indispensable in the department's operations.

In 2010, building on positive experiences with earlier versions, the state made the strategic decision to upgrade to the latest iteration of ImageTrac scanners.

This move involved replacing six aging scanners with state-of-the-art equipment, unlocking enhanced capabilities previously unavailable with legacy hardware. Alongside scanner upgrades, the state seized the opportunity to transition to the latest version of Fairfax Software's capture software, further optimizing its document processing workflows.

The success of the ibml and Fairfax Software solution in the past played a pivotal role in the state's decision to upgrade its system, underscoring the value of this integrated approach to document management.

SOLUTION PROCESS

On March 24, 2011, just before the peak tax processing season, the Georgia Department of Revenue seamlessly transitioned to its new solution. With Fairfax Software overseeing the installation alongside a registered ibml technician, the upgrade proceeded exceptionally well. Minimal adjustments were needed to integrate the solution with the state's existing infrastructure. Additionally, the operator interface on the new scanners closely mirrored that of the legacy devices, ensuring a smooth transition for users.

To facilitate the switch to the new system, six staff members received hands-on administrative training, a resource described by the state as "invaluable." Importantly, the installation was carried out without any disruption to the state's production processes, ensuring uninterrupted service.

ABOUT IBML

ibml offers cutting-edge scanning and document capture solutions designed to revolutionize business processes right from the point of capture, whether it's in a high-volume centralized operation or a remote office setting. By integrating top-notch hardware, software, and services, ibml provides comprehensive solutions that automate even the most complex document applications across various industries such as banking, financial services, healthcare, government services, and outsourcing.

RESULTS

The immediate benefits of the new system have been unmistakable. With increased throughput, the Georgia Department of Revenue accomplished scanning for its peak season earlier than ever before. Moreover, the state anticipates further improvements as it fully harnesses the system's 2D barcode reading capabilities.

Processing large volumes of tax documents within tight deadlines presents a formidable challenge. However, true to its motto, the department raises the bar by setting ambitious targets: surpassing current daily production levels, achieving top-notch image quality, and reducing average processing times. Drawing from a history of successful outcomes, the state firmly believes that the ibml-Fairfax Software solution provides the optimal pathway to achieve these objectives.

ABOUT FAIRFAX SOFTWARE

Since its establishment in 1994, Fairfax Software has grown its footprint with offices across the Globe. At the heart of its offerings is *Quick* Modules, a proprietary processing software renowned for its excellence. This award-winning solution provides a robust platform for fax, forms, and remittance processing, catering to diverse industries.

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GEORGIA DEPARTMENT *of* **REVENUE**