

**Call us toll-free
877-627-8325**

Sales
sales@fairfaximaging.com

Michael Minter
VP Sales & Marketing
(877) 627-8325 Ext. 103

William Merritts
VP Government Sales
(877) 627-8325 Ext. 121

Rich McLoughlin
VP Commercial Sales
(877) 627-8325 Ext. 126

Vaughn Sells
VP Commercial Sales
(877) 627-8325 Ext. 380

Support Services
helpdesk@fairfaximaging.com

Robert Castello
Director of Support Services
(877) 627-8325 Ext. 366

Fairfax Focus

Georgia Dept. of Revenue & Fairfax Imaging - Faster. Friendlier. Easier.

*The system's increased throughput
enabled the State to complete the scanning
for its peak season earlier than ever.*

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 returns processing solution.

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

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



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 were not available on its legacy hardware. Upgrading its scanners also provided the state with an opportunity to migrate to the latest version of Fairfax Imaging's capture software. The previous success the state had with the combined solution from ibml and Fairfax Imaging 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 Imaging 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

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.

Processing high volumes of tax documents in a short period of time is no small task. And 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 Imaging 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. For more information, visit www.ibml.com.

Fairfax New Customers

Fairfax Imaging is pleased to announce contracts with the following new customers!



DaVita - A leading provider of medical care to patients dealing with kidney disease, DaVita has partnered with Fairfax to design a comprehensive prescription order capture and customer-oriented order processing system. As a specialty pharmacy, DaVita requires the highest quality and accuracy in transaction processing. This focus has resulted in numerous manual processing and tracking systems that, though very effective, lack the efficiency and automation a Fairfax Imaging solution delivers. Fairfax will establish an enterprise fax processing solution coupled with an integrated patient and physician call tracking system that continues to deliver the one-to-one patient care needed, while improving fulfillment turnaround time and reducing cost-to-fill.



State of New Hampshire Dept. of Revenue Administration - Fairfax has been selected to provide our industry leading Quick Modules solution for tax processing for the NH DRA. The solution is designed to accommodate all tax types and will include Check 21 processing for improved efficiencies within the agency. The goal of the system includes providing a high volume, high throughput solution that incorporates traditional tax data capture elements for state forms as well as vendor provided substitute forms. The system will be located in Concord, NH, and the Quick Modules system will be deployed for both centralized and remote locations. The system will be implemented in two phases, beginning in early 2012.



American Cancer Society - Fairfax was selected by the American Cancer Society to develop and implement a new system to replace their existing Captiva system. The ability to customize our Quick Modules solution exactly to ACS's requirements were the key reasons Fairfax was selected for this project. In addition to processing donations, ACS will be adding Check 21 to their process, which will expedite the deposit of donations, allowing funds to be available quicker. Fairfax will integrate a high-speed scanner from BancTec to capture donation document images for processing in the Quick Modules system. Fairfax has also integrated Mavro Imaging's Mavbridge software which will be used for end to end system monitoring, statistics gathering and real time reporting.



State of Maryland - Fairfax Imaging was awarded a contract for \$1.7M by the Comptroller of Maryland to provide a full page imaging and remittance processing system.

The contract could expand to \$2.9M if the optional years are exercised. The first phase of this 3 phase project is to replace the current remittance processing system and implement Check 21. The second phase will provide imaging, capture and comparison of W-2/1099 data from both the employer and employees. This is a very effective tool for detecting fraud early in the yearly processing of personal income tax returns. The third phase will be to replace the image processing of all returns that don't have money submitted with them.



State of Georgia Dept. of Labor - Georgia Dept. of Labor has awarded contracts to Fairfax Imaging to implement the Check 21 process as well as unstructured recognition for the processing of vendor created wage and tax reports. By implementing Check 21, the agency is seeking to improve efficiency and cost reduction in their operation. Fairfax Imaging was one of the first vendors to provide electronic presentment of items as part of its total solution to clients. For wage/tax forms that are printed by vendors, Fairfax

Imaging will be deploying its Quick Freeform and Quick QWS modules. Quick Freeform is an unstructured recognition module which allows black and white substitute vendor forms to be processed. Quick QWS is a module designed specifically for Labor Departments that receive unstructured reports for detailed tax reports in column formats.

Customer Cloud Service - Launched November 1st!



Beta testing of the Fairfax Imaging Customer Cloud has been completed and the cloud is operating! Effective November 1st, this important service is available for secure data transmissions to and from our customers in an easy to use manner. If you are interested in gaining access to this tool, please call Fairfax Imaging Technical Support or send a message to Robert Castello at rcastello@ffximg.com.



Well Above Average	Above Average	Average	Below Average	Well Below Average	Not Applicable
●	●	●	●	●	●

2011 Customer Satisfaction Survey Coming Soon!

It's that time of the year again! Fairfax Imaging will be requesting participation from its clients for the Annual Client Survey in the coming weeks. The survey is an important tool used by Fairfax Imaging in its annual planning to improve its technology, services, and support. This survey takes no more than 10 minutes and is conducted anonymously. Look for your invitation shortly in your e-mail box! We encourage all our clients to participate!