

State of North Dakota Economically Meets Distributed Capture Needs Across Multiple Agencies with Enterprise Services Solution



“ WE LOOKED AT A HANDFUL OF OTHER SYSTEMS AND IN THE END WE CHOSE ILINX CAPTURE BECAUSE, OUT OF THE BOX, THE PRODUCT WAS BOTH EASY TO CONFIGURE AND EASY TO USE. ”

– Chuck Picard, Enterprise EDMS Coordinator, State of North Dakota

INDUSTRY

State Government

SOLUTION

- › Replacement of dated capture technology

CHALLENGES

- › No distributed capture option
- › Thick client deployments were cumbersome and time consuming to maintain
- › Enterprise Services options hindered by current architecture
- › Supported only elementary script with minimal workflow
- › Could not specify unique actions for each document type
- › Unable to co-mingle document types in batch

KEY BENEFITS

- › .NET architecture leverages internal IT expertise
- › ITD can implement & maintain technology using internal resources
- › Supports Enterprise Services model
- › Enables immediate ingestion of content from distributed locations state-wide
- › Email capture extends the type of information that can be captured and helps meet compliance
- › Significant reduction in support requests
- › Built-in workflow streamlines metadata delivery to FileNet workflows and storage
- › Economical solution saves taxpayer money
- › Users can master application with little to no training

The State of North Dakota is home to less than a million residents distributed over almost 71,000 square miles. This presents a challenge for the state government—to provide services across the expanse to its minimal population.

The state's Information Technology Department (ITD) provides a statewide Enterprise Document Management System (EDMS) that includes capture, both scanning & electronic, as the onramp for information that is essential in order for agencies to provide vital services.

As part of their services, ITD typically evaluates existing business processes and makes recommendations for improvement. In the case of Human Services, ITD also evaluated their current capture technology when it appeared to be falling short of meeting the agency's needs.

With multiple regional Human Service centers and county social service offices, the Department of Human Services required a capture solution that would support distributed scanning locations and provide a robust workflow. Other agencies, like the Department of Transportation had similar challenges.

ND Defines Capture Technology Objectives

As an Enterprise Services provider to the whole state system, ITD needed to find a replacement for their aging capture technology that was affordable, flexible and completely extensible.

They released an RFP outlining the following requirements:

- › Zero footprint client install
- › Easy to use with intuitive user interface
- › Concurrent user licensing model that didn't include per page charges

- › Security controlled by Active Directory
- › Workflow that didn't require scripting
- › Direct upload to FileNet (their back-end system)
- › Scan at higher DPI for improved recognition, but store at lower DPI

ITD had been managing scanning services for 12 years prior to the RFP, arming them with extensive knowledge and requirements. The group also maintains an impressive record of customer satisfaction, rating 100%, and 90% in completing work on time, so it was important to find a technology partner that would help them to sustain the level of productivity their users had come to expect.



ILINX Provides .NET Platform that Can Be Deployed & Maintained Internally

ITD wanted to find a capture technology with a system architecture that would allow them to leverage the capabilities of their internal team, instead of depending on expensive external professional services resources.

After comparing several technologies, the decision weighed heavily in favor of ILINX Capture. First, information technology at ND runs SQL Server, which

supports the .NET framework on which ILINX is built. In addition, ILINX Capture integrates seamlessly with IBM WebSphere for direct upload of data and documents to their FileNet repository.

ILINX Capture's framework allows for easy administration from ITD's central command center, replacing the old thick client with an agile, thin client that can be deployed, upgraded and managed remotely. This has eliminated the excessive labor and coordination it used to take to execute even a simple update on multiple desktops and scanners across the state.

Further increasing value, ILINX Capture enables ITD to utilize an Enterprise Services model for capture, providing straightforward functionality without an excessive price tag.

Lastly, as summed up by Chuck Picard, Enterprise EDMS Coordinator State of North Dakota, "... in the end we chose ILINX Capture because, out of the box, the product was both easy to configure and easy to use."

IMAGESOURCE BUILT THE FIRST 6 ILINX CAPTURE PROFILES. FROM THERE, NORTH DAKOTA'S IT TEAM HAS TAKEN OVER AND BUILT OVER 100 USING INTERNAL RESOURCES.

Working closely with ImageSource, the manufacturer of ILINX and longtime integration specialists, ITD evaluated their aging solution to see where they could consolidate and eliminate profiles. ITD shadowed ImageSource as they built the first 6 new ILINX Capture profiles. From there, ND took over and have built over 100 utilizing their own IT staff.

ImageSource and ND Partner to Deploy Distributed Capture at Human Services

The solution at the Department of Human Services enables 8 regional Human Service centers and 53 connected county social service offices to capture on location with simple, electronic workflows for immediate processing. Not only have they replaced the old cumbersome, manual operation, but they've expanded the geographical footprint for scanning.

ILINX Capture enables the co-mingling of documents, both scanned and electronic, as well as mixed format types. Flexible indexing, permissions and workflow can be easily configured to streamline processing prior to the release to FileNet.

ILINX Capture in 16 Agencies

Since the initial deployment, ITD has rolled out ILINX Capture to 3,200 users across 16 state agencies. With a direct upload to FileNet, users are indexing as part of the capture workflow process, improving efficiencies and making documents available to FileNet workflows and storage much more quickly. The use of ILINX has made significant improvements in productivity for most users.

Capture Extended to Email

ITD is taking advantage of additional functionality by utilizing ILINX Capture Email Import for 750 users in DOT. Extending capture to ad hoc content, workers can capture email messages and their attachments from within the Microsoft Office Outlook client on their desktop with a simple right click.

By including additional information sources like email, North Dakota DOT and other agencies will further streamline business processes, mitigate risk and address compliance obligations.

66% Fewer Capture Support Tickets

Since utilizing ILINX Capture, ITD has experienced only one-third the number of support tickets they had to field with their old capture platform. They credit fewer fail points, easy to execute updates and the ability for users to troubleshoot issues themselves.

Economical Solution Benefits Constituents

Several factors have come into play to leverage the value of capture technology at the State of North Dakota, from consolidating profiles to consolidating services. Self service has also saved taxpayer money: users solving their own problems, ITD creating profiles and adding new agencies without outside services. Finally, improved efficiencies across thousands of users has provided significant benefit.

The management of EDMS technologies within ND has evolved so that it continues to drive down the cost of government. The key has been to review existing business processes, eliminate unnecessary steps and activities, implement technology wisely, and leverage the whole power of EDMS technology interaction, in part supported by the agility of ILINX technologies.

Technology



ILINX CAPTURE

Easy-to-use, highly configurable software for document capture and processing

ILINX Capture enables you to quickly and easily capture information from your desktop, MFD or mobile device, yet has the power to accommodate production scanning operations without page-count licensing.

This flexible application automates capture from both paper and electronic sources and converts it to image in a variety of digital formats, functional data, or both. Using a powerful, easy-to-configure workflow engine, ILINX Capture delivers critical information to the systems that manage your business processes.

ILINX CAPTURE EMAIL IMPORT

Simply send indexed email to your ECM system directly from Outlook

With ILINX Email Import, single or multiple email messages, including attachments, can be contributed to your ECM system, complete with indexing, with a simple right click of your mouse.



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