

**Business Process Management:** Image Access Corp supports Solix in meeting SLAs and controlling costs with EMC<sup>2</sup> Captiva Capture™, Image Access-ImageTrust, Kodak Alaris scanners, Professional Services, and Service and Support

*“Image Access is more than a vendor to us, we consider them part of our team. From support for current and new projects to the timely delivery of service, Image Access is a true partner, demonstrated through consistent, high-quality service.”*

– Eric Seguin, Senior Vice President – Customer Relationship Management



**Solix** provides onshore business process management solutions to government agencies and commercial clients for applicant screening, eligibility processing, and business intelligence reporting services, which comprise Lifeline, broadband/digital literacy, health insurance, discounted utility service/rebates, claims processing, and grant management lines of business. A key area of focus for Solix is adhering to statutes, regulations and customer requirements to ensure program compliance and minimize waste, fraud and abuse.

### CHALLENGES

Many of the services Solix provides have integrated paper and digital document processing requirements, and are unique to each customer. Projects arise quickly and Solix needed the ability to have one common document management solution that can be quickly scaled and easily configured in order to stay competitive and more importantly, meet all customer Service Level Agreements. In many cases, consumer applications must be processed within 24 hours of receipt or less which means many different types of applications and documentation must be properly and securely processed and managed.

#### As an example

- Applications with an applicant's required supporting documents arrive every day in the form of paper, faxes or emails with attachments.
- Paper documents need to be sorted and scanned, and faxes and emails with attachments need to be processed in the same workflow as scanned documents.
- All applications and supporting documents need to be classified and separated by application type.
- All applications and supporting documents are then assembled as one document per applicant.
- These documents are then sent on to Eligibility Reviewers that will provide a response based on the information submitted; any errors in the data extraction or image association processes could cause a delay in meeting throughput objectives.

### SOLUTION

Solix reached out to Image Access Corp. who has been consulting with them as an imaging subject matter expert and providing them products and services for years. Being very knowledgeable and experienced in all aspects of document management, and having a highly skilled team of System Engineers and Software Developers, Image Access listened intently to their challenges, desires and requirements based on internal business dynamics, projected growth and the on-going transformation of documents from being predominantly paper based to being predominately digital.

Image Access went through a rigorous process to completely understand Solix's customer requirements, document types, validation rules and regulations in conjunction with assessing what projects and variables may be forthcoming. Based on the project requirements and overall business objectives, Image Access recommended **Captiva Capture™** from EMC<sup>2</sup>, **ImageTrust** from Image Access and **Kodak Alaris document scanners**.

**Captiva Capture™** with advanced recognition and work-flow capabilities provided the flexibility and scalability that was required for the various projects and customers that Solix serves. Image Access configured Captiva Capture to perform all the required capture, recognition and separation by application type, further separating the applicants supporting documentation yet assemble them with the application as one document. Workflows were created to send exception documents for manual indexing or rescanning to reviewers for processing, and routing supporting documents separately for deletion, to meet regulations.

**ImageTrust™**, developed by Image Access specifically in response to current day requirements for making remote capture very easy to deploy and support due to it's web-based architecture, was used for scanning applications and supporting documents from many remote locations .

**Kodak Alaris document scanners** were recommended due to the requirement to have consistent high quality images which results in fewer errors and exception processing along with a high degree of reliability that results in very little down time.

### RESULTS

Solix has benefited greatly from partnering with Image Access, demonstrated through lower costs and improved performance.

- ✓ **Cost savings** in analysis, testing and implementation of EMC Captiva Modules
- ✓ **Meeting or exceeding customer expectations** due to expert support and responsiveness
- ✓ **Faster implementation** of new projects
- ✓ **Improved data accuracy and efficiency** using the recommended Kodak Scanners
- ✓ **Significant reduction in time** to process and review applications

On an ongoing basis, Image Access provides support for Captiva Capture and ImageTrust to enable new document types, changes in validation rules and work-flows, along with maintenance for their Kodak Alaris document scanners.

