



## **EMC Digital Office Solution for Public Sector**

Intelligent capture for government  
agencies powered by EMC Captiva



Federal, state, and local governments today face a host of conflicting pressures. Declining revenues are forcing agencies to contain expenses, yet demands from citizens, businesses, political officials, and regulators continue to escalate. The notion of “do more with less” has been tried, and while it has achieved some results, public sector organizations have reached a point where they now need to do some things differently. These organizations need to more effectively capture documents, automate data entry, reduce physical paper archives, manage processes, and improve compliance. For this change to happen, a new approach is needed: the EMC® Digital Office Solution for Public Sector.

The Digital Office Solution for Public Sector helps government agencies: capture critical information from paper, fax, and electronic data sources; convert the data into content ready for processing in order to provide faster service to constituents and others; redeploy staff to higher value work; manage both process and visibility in parallel; and increase overall productivity. Agencies improve the management of paper documents that lead to high costs, inefficient processes, and compliance risks.

## The high cost of managing paper: Challenges in the federal government

19 state tax agencies, as well as the U.S. Office of Personnel Management, the U.S. Patent and Trademark Office, the U.S. Department of Justice, and the Federal Bureau of Investigation leverage EMC capture solutions.

The federal government’s reliance on paper is simply unsustainable from a financial and environmental standpoint. Deteriorating economic conditions demand that agencies drive cost savings from expensive paper-based processes. At the same time, growing attention on “going green” discourages the use of preprinted forms and other wasteful practices. How much does paper cost? Here are some examples:

- \$20 in labor cost to file document
- \$120 in labor cost to find a misfiled document
- 7.5 percent of paper documents get lost; 3 percent are misfiled
- 30 percent of preprinted forms are wasted
- One paper document is photocopied an average of 19 times

## Bringing paper under control: reducing delays

Working with paper is fraught with challenges. Agencies cannot provide the level of service and responsiveness to internal and external inquiries because original paper documents must be retrieved, copied, and in most cases, mailed to resolve each inquiry. While this process is underway, duplicate inquiries can often occur, resulting in redundant use of resources and inefficiency. Implementing the Digital Office Solution can help government organizations address these challenges.

Take for example the experience of one investigative division of a large federal agency. Using the EMC Digital Office Solution, this division transformed approximately 90 million paper documents into electronic content. As a result, authorized staff and agencies have immediate, online access to the documents without having to wait to search and view the original paper documents. The division achieved the following results:

- Reduced the delays involved in personnel investigations by eliminating the retrieval, copying, and mailing of paper documents
- Delivered immediate, on-line access to digital content for authorized agencies
- Gained the ability to automatically recognize, capture, and categorize more than 80 different document types, including employment applications, signature forms, release forms, and background checks
- Streamlined the export of electronic content to a secure storage system

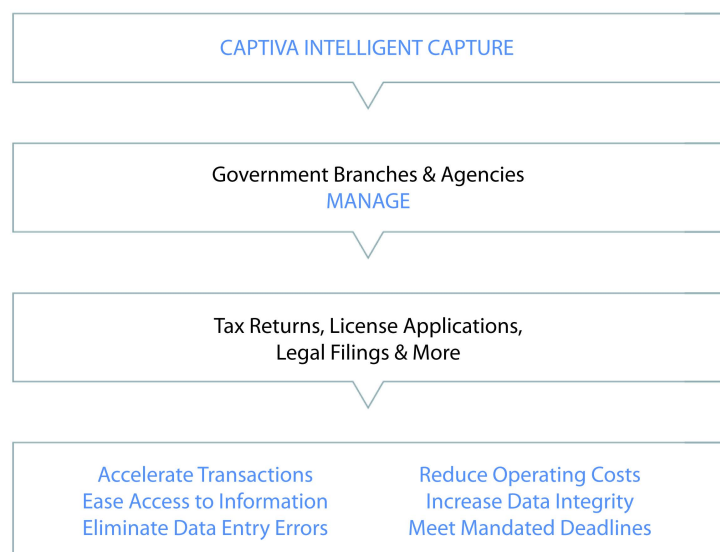
# Achieving best practices for managing information

In addition to helping public sector agencies improve service delivery, the Digital Office Solution also plays an instrumental role in helping agencies adhere to retention policies. By automatically capturing paper, digitizing the content, and delivering it to any content management system, the solution ensures that content is organized, preserved, and accessible to the public. The Digital Office Solution also promotes inter-agency information sharing and improved records management by enhancing access to public sector information resources, building capacity, and promoting best practices. With intelligent capture technology, government agencies can reduce the amount of physical paper that must be stored and archived. As a result, agencies can mitigate risk by implementing an electronic records management and archive capability along with an integrated search and retrieval solution.

## Solutions for all branches and agencies

Virtually every public sector branch and state agency can benefit from the value of input capture technology. In larger organizations, the Digital Office Solution can be managed as a part of a shared service that can extend into multiple departments, providing value in a variety of areas. Following are a few examples of how the Digital Office Solution can help government organizations.

- **Revenue services:** Aids in processing personal and corporate income tax.
- **Employment and labor departments:** Captures data from wage reporting, assistance benefits, and licensing documentation.
- **Transportation departments:** Can be used in motor vehicle registration, accident reporting, and drivers' licensing documentation.
- **Parks and recreations services:** Helps process hunting and fishing documentation and parks records management.
- **Health services:** Helps in processing Medicare forms and medical records.
- **Judicial branches:** Aids in processing court and criminal records
- **Education departments:** Helps to manage scholastic testing materials and facilities management documents.



## ROI becomes a reality with Digital Office Solution

The Digital Office Solution serves as a single point of entry for capturing paper, digitizing the content, applying uniform business rules, and delivering the information to the appropriate systems. By relying on a sound intelligent capture platform, public sector agencies can:

- Save time by automatically capturing information and improving data quality through reduced manual data entry errors and expensive exception processing.
- Reduce operating costs by automating manual tasks leveraging a single platform to manage all incoming paper.
- Provide transparency and visibility initially within the agency and later externally, showing the status of all workflows in process.
- Realize additional benefits by integrating workflows seamlessly with all enterprise applications for increased operational performance.
- Realize a full return on investment, achievable in as few as 12 months.

“I think the whole state has benefited from Captiva products because we have been able to centralize all of our processing. We are leveraging the resources we have, and keep centralizing other departments into our process. We are reducing costs. These cost savings get passed on to the taxpayers through lower taxes.”

Assistant Director of a state division of revenue

## More leading organizations count on EMC Captiva

The underlying technology of the EMC Digital Office Solution is EMC Captiva® intelligent capture. More than 5,000 organizations use Captiva intelligent capture solutions to reduce costs, improve service delivery and information accuracy, and accelerate business processes. These solutions are used by numerous federal, state, and local government agencies to process personal and corporate tax returns, employer payroll tax records, census forms, court filing documents, correspondence documents, and other forms and documents. Among its customers, EMC Captiva includes 19 state tax agencies, as well as the U.S. Office of Personnel Management, the U.S. Patent and Trademark Office, the U.S. Department of Justice, and the Federal Bureau of Investigation.

## Realize benefits faster with one platform

With public sector leadership focused on the redesign of business processes and the exploration and application of technologies across organizational boundaries, many agencies are seeking a complete platform to meet their increasing demands for prompt and reliable service to constituents and other entities. Numerous states now have regulations in place designed to improve the reliability and performance of the IT infrastructure by replacing duplicate, conflicting, or outdated applications with solutions that are interoperable enterprise-wide.

Built upon an open architecture that integrates seamlessly with enterprise applications, the Digital Office Solution leverages Captiva intelligent capture technology to allow solutions to extend beyond departmentalized point solutions. The solution meets the needs of organizations large and small, and can readily scale from one department to an entire network of distributed branches dispersed over broad geographic regions. These solutions range from departmental capture solutions that can be immediately deployed to customizable enterprise capture solutions that scale to handle hundreds of thousands to millions of documents per day, and easily integrate with ECM, ERP, legacy, and other systems.

## Ongoing service and support

A successful intelligent capture system is not built on software alone. EMC Professional Services is committed to understanding the specific needs of the most discerning customers, and to providing custom implementation and installation services that satisfy individual requirements. With a focus on a production-ready viewpoint, EMC Professional Services emphasizes analysis and design, and employs a proven methodology to help implement custom data and document capture applications. Fully customizable, all EMC capture solutions come backed with EMC support designed to satisfy each client's needs, no matter how specialized.

## Putting EMC Captiva intelligent capture to work

Public sector agencies are under pressure to improve efficiency and make their services more accessible to constituents. They need to capture critical information from public sector documents such as tax returns, license applications, and legal filings, and convert the information into business-ready, digital content.

A case in point is the Minnesota Department of Revenue (MDOR), which provides tax information, filing, and payment services to state residents. Deploying an intelligent capture solution, the department re-engineered its individual income tax management system. The effort paid off with dramatic results, including:

- A reduction in paper return processing from 30 to 40 days to less than ten.
- A decrease in electronic return processing from ten days to three.
- The department also processed 95 percent of returns within five days while improving compliance.

The following are other examples of how EMC Captiva intelligent capture solutions are being used by federal, state, and local public sector agencies:

- The Office of the U.S. Attorney General uses Captiva to improve security and efficiency by easing document retrieval and controlling access across departments.
- In the state of Kansas, the Department of Revenue relies on Captiva to accelerate tax filings and substantially reduce operating costs.
- The Public Utility Commission of Texas uses Captiva to improve service and save money by streamlining the functions of its Central Records department.

## Meeting your needs with EMC products and capabilities

EMC Captiva provides you with a suite of capture products and capabilities that fully automate the processing of paper.

- **Enterprise document capture:** Fully customizable enterprise document capture designed to retrieve business-critical information from all types of documents.
- **Forms processing:** Enterprise-level document capture and indexing capabilities for structured forms.
- **Invoice processing:** Automated invoice capture designed to reduce cycle times and eliminate manual data-entry errors associated with invoice processing.
- **Intelligent document recognition:** High-volume automatic document classification, data extraction, and routing of information to the appropriate systems, workflows, and departments.
- **Distributed capture:** Front-office distributed capture for capturing and submitting scanned images or electronic files, and data from remote locations via a simple Internet connection.
- **Application monitoring:** Complete operations management solutions for actively monitoring the capture environment and proactively responding to system and process issues.

To complement the EMC Digital Office Solution, EMC offers a range of products and capabilities that further help reduce the time to deliver service and maintain transparency and visibility within your agency.

- **Archive services:** Ability to capture, search, retrieve, and discover document images using an accessible online archive to lower operational costs and facilitate retrieval of valuable information.
- **Business process management:** A complete, integrated, business process management solution to analyze, orchestrate, and optimize the broadest range of enterprise processes involving people, systems, content, and data.
- **Content management:** Ability to store, manage, and deploy all types of content in a secure repository in order to support high-volume transactions and archive environments for enterprise deployments.
- **Retention policy services:** Automated content retention and disposition in compliance with regulations, legal stipulations, and best practices.

## Partnering for success

EMC partners provide customers with all of the necessary elements for a complete end-to-end content management solution. By working closely with our network of value-added resellers, system integrators, distributors, and other technology partners, EMC is able to provide an optimal solution for every customer, with solutions ranging from the most basic implementations to high-volume, enterprise-wide systems backed by comprehensive professional services programs.



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### Take the next step

For more information about the EMC Digital Office Solution for Public Sector and Captiva intelligent capture solutions, visit [www.EMC.com](http://www.EMC.com) or call **800.607.9546** (outside the U.S.: +1.925.600.5802).