



Success story

Department of Human Services

Industry

- Government

Solutions

- OpenText™ Captiva™ Capture
- OpenText™ Documentum™ xCP
- ImageTrust™ from Image Access Corp.

Partner support

- Image Access Corp.

Results



Reduced project implementation time by 50%



Offered rapid return on investment



Decreased document processing time

Department of Human Services breaks down information silos to improve quality of life for individuals and families

DHS uses solutions from OpenText and Image Access Corp. to enhance care and support for state residents

"The extremely easy to understand interface of ImageTrust allows users to capture all types of documents, process and manage all scanned documents with Captiva and Documentum xCP, and tightly integrates with all line-of-business systems, making ImageTrust and OpenText technologies the natural choices when selecting a capture and document processing solution that could be leveraged across all DHS programs."

IT Director
Department of Human Services



A state's Department of Human Services' (DHS) mission is to improve the quality of life for individuals and families. The state agency promotes opportunities for independence through services and support, while demonstrating accountability for taxpayer resources.

Breaking down information silos

Each county throughout the state used a myriad of capture and imaging systems, making capturing and managing documents a challenge. Inconsistent document capture rules and definitions, compounded by data silos that had evolved over the years across the seven Dept. of Human Services' programs caused much inefficient sharing of information, responsiveness to citizen needs and difficulty controlling costs.

The state assessed the process inefficiencies when considering implementing a common capture platform. Some impediments identified include:

- Massive amounts of documents in various formats. Applications and requests for services, with accompanying supporting documents, arrived every day in the form of paper, fax and email with attachments.
- Previously supplied citizen supporting documentation, e.g., a driver's license or proof of employment, was not accessible when processing requests for other services.
- Citizen information living in discrete data silos and managed with inconsistent methodologies. Caseworkers would have to access systems independently, require assistance from local resources, and often recreate or request previously provided information, frequently with incorrect or incomplete information supplied, causing delays.

These inefficiencies had the potential to put citizens, including children, at risk of not having access to vital resources and services—such as meals and child support.

The state embarked on an initiative to identify a common capture and information management platform, with tight integrations to line-of-business systems and applications that the DHS could leverage across all programs and counties. To do so, the state brought in one of the largest management consultancies, with global experience and knowledge.

After a rigorous process to determine requirements, document types, program validation rules, as well as assessing potential projects and variables on the horizon, the DHS made its decision. It selected ImageTrust™, Image Access Corporation's web-based capture solution, integrated with OpenText™ Captiva™ Capture for advanced document capture and OpenText™ Documentum™ xCP for information and document management.

ImageTrust, a solution for both distributed and centralized capture, enabled the DHS to transform its capture infrastructure and extend web-based capture wherever necessary. Image Access software provided high security and a thick client user experience for performance and capabilities.

Captiva Capture easily and tightly integrated with ImageTrust to offer advanced capture services. Workflows send documents for indexing if needed, otherwise they are sent directly to the appropriate case management workflow. Web services calls also utilize Captiva to recognize and extract required information from documents.

Documentum xCP is a flexible platform for automating complex, information-intensive and repetitive exception-based processes, yet allows for human insight. Information from multiple systems and sources ensures that tasks and case management assignments are delegated or escalated to the appropriate individual.

The solutions have yielded considerable results and efficiencies at the Department of Human Services, including:

Creating and deploying new capture jobs based on program changes, new projects or new document types is up to 50 percent faster than most traditional capture solutions.



Increased responsiveness

Since capture is common across all programs and integrated with a common workflow platform, reviewing and processing new applications and requests for services is much more efficient and less time consuming.

Reduced errors

The integrated solutions are easy to use and resulted in fewer errors and quality issues downstream in the application process.

Enabled faster implementations

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Improved efficiencies, services and support

The enterprise imaging solution enabled the Department of Human Services to be more operationally efficient, secure and cost effective in dealing with the massive amounts of documentation required to deliver services to its citizens. Around 400,000 pages a day are scanned with ImageTrust, and approximately 300 million pages are currently stored in Documentum xCP. The scanning solution supports more than 6,000 government workers.

The IT director for the Department of Human Services is thrilled with the results. ***“The extremely easy to understand interface of ImageTrust allows users to capture all types of documents, process and manage all scanned documents with Captiva and Documentum xCP, and tightly integrates with all line-of-business systems, making ImageTrust and OpenText technologies the natural choices when selecting a capture and document processing solution that could be leveraged across all DHS programs.”***

About Image Access Corp.

Image Access Corporation is a provider of business solutions for Capture, Workflow and Content Management. Image Access has simplified complex business processes for Fortune 500 firms in the financial, manufacturing, government and legal sectors—as well as many others. Image Access Corp. is recognized as a top-tier reseller by industry leaders, including OpenText. For more information about Image Access Corp and ImageTrust, visit: ImageAccessCorp.com



About OpenText

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