



## VIRGINIA DEPARTMENT OF MOTOR VEHICLES

### No Speed Limits on Customer Service

Jokes about the inefficiency of the DMV (Department of Motor Vehicles) may soon become a thing of the past, especially in Virginia where ECM (enterprise content management) technology is improving response times and security while decreasing costs. Especially remarkable is that this ambitious project involving millions of documents was completed on budget and right on time.

Prior to implementing an ECM solution, the VA DMV was microfilming between 8 and 10 million licensing, titling and other documents annually. Set by the VA State Library, the retention period on these documents ranges from eight to 23 years. As a result, DMV staff spent a significant amount of time creating, retrieving and purging microfilm. "We had never been able to effectively deal with the volume of documents we need to store," comments Theresa Gonyo, Director of Data Services at the VA DMV. "Now we're facing legislation from the Real ID Act, which tightens security standards for state driver's licenses and identification documents and will require citizens to show additional proof of identity. This means we will need to process and store a larger volume of documents.

"We wanted document imaging so that we could scan work directly into the automated system from our 73 customer service centers, 35 DMV Selects and 1,106 online dealer centers rather than having the documents shipped to Headquarters," states Gonyo. "Our goal is to offer the ultimate in customer service, and technology will help us meet this goal."

After evaluating a number of ECM software vendors and solution providers, VA DMV chose Information Access Systems (IAS), an authorized OnBase® solution provider. Developed by Hyland Software, OnBase is a fully integrated suite of ECM solutions, including core capabilities in document imaging and management, COLD/ERM, workflow and records management.

"One of the biggest advantages of OnBase was that it offered all of the functionality we needed and yet was very easy for our employees to use," comments Ms. Gonyo. "We developed an excellent working relationship with IAS and were impressed with the support they received from OnBase. In my 28 years in government, I have never dealt with another vendor who is as easy to work with."

Though VA DMV's goal is to use OnBase across the enterprise of almost 2,000 users, the agency opted to implement its ECM solution using a phased approach. This helps to avoid both budgetary and change management objections, while offering fast returns. Adopting a phased approach doesn't mean that the implementation will be drawn out and expensive, however. For instance, IAS was contractually obligated to deploy Phase 1 in fewer than 140 days (counting weekends). Under the supervision of an onsite project manager from IAS, the solution was operational and implemented on schedule.

### Phase 1: High Volume Scanning Eliminates Document Traffic Jams

The first phase of VA DMV's OnBase solution is centralized scanning of title applications, driver license applications, conviction reports, accident reports and other documents received from their customer service centers, DMV Selects and online dealer centers. When the documents arrive at the headquarters in Richmond, they are scanned using either an Eastman Kodak i800 and or one of several i600-series document scanners. Clerks view the documents from OnBase and enter data into the department's mainframe CSS (Customer Service System). Using the OnBase Application Enabler™ module, indexing values can be automatically extracted from the CSS and associated with the documents.

#### AT A GLANCE

The Virginia Department of Motor Vehicles has improved productivity, security and customer service with an enterprise content management solution that came in on budget and right on time.

#### BENEFITS

- Automates mandated record retention rules
- First phase implemented on budget and implemented right on time
- Eliminated backlog of work
- Able to process higher-than-anticipated document volumes without compromising performance

#### APPLICATIONS

- Licensing
- Titling
- Records Management

#### ONBASE SOFTWARE

- Application Enabler
- DVD Authoring
- COLD/ERM
- EDM Services
- Document Import Processor
- Document Retention
- Disconnected Scanning
- Production Document Imaging
- Export
- E-Forms
- Workflow
- Web Server
- Storage Integration for Centera™

#### COMPLEMENTARY PRODUCT INTEGRATIONS

- Eastman Kodak i800-series document scanner and eight i600-series document scanners
- Datacap Inc. Taskmaster forms processing software
- Kofax Image Products, Inc. bar code recognition technology
- EMC Corp. CLARiiON® RAID array and Centera™ storage device

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This module also makes it possible to retrieve documents without leaving the CSS by image enabling fields. Users can click on a link created in the CSS (e.g. a driver's license number) and retrieve the relevant document(s) (e.g. a driver's license application). Documents in OnBase can also be cross referenced with each other based on shared keywords. This function lets users move from one open document to a related one simply by double clicking.

In addition to Application Enabler, VA DMV has implemented a number of technologies that reduce the manual labor associated with document indexing. For instance, cover sheets with 2-D bar codes are generated with some transactions. OnBase's bar code recognition capabilities make it possible for the information encoded in these bar codes to be directly imported into the OnBase document indexes with support from bar code recognition technology from Kofax Image Products, Inc. Taskmaster forms processing software from Datacap Inc. is used to capture specific values from structured forms and various 2-D bar codes to import them into OnBase as well. OnBase Workflow is used to update and maintain the keyword sets used to support OnBase's automated indexing.

In addition to scanned documents, the DMV also uses OnBase to store copies of orders and notices generated in two legacy systems without manual intervention. Using OnBase COLD/ERM functionality, the data streams from those applications are captured, and a pre-processing application written by IAS recognizes and populates the document types and keywords.

VA DMV uses a CLARiiON® RAID array from EMC Corp. for its primary storage. To meet compliance and retention standards, the department uses Centera™, EMC's content-addressed storage device.

### **Phases 2 & 3: Merging More Users, Documents and Points of Entry**

Initially, Phase 1 of the solution was rolled out to about 100 users at the DMV headquarters. Ultimately, it will be expanding to approximately 1,800 users as secure access is expanded to more and more internal users, including the customer service and customer contact centers,

as well as those at remote locations such as titling agencies and law enforcement.

Besides adding more users, Phase 2 will include the conversion of all documents from paper to electronic, including medical control reports, motor carrier tax reports and audit reports. It will also allow dealers, who can currently complete titling online, to scan and electronically send documents directly to the DMV.

The final phase of the solution will virtually eliminate document shipping. OnBase Disconnected Scanning will be implemented at the more than 73 customer service locations and 35 DMV Selects and approximately 1,106 online dealer centers around the state. This will allow users there to scan all documents as they are generated or collected. Because DMV security policies prohibit constant live ODBC (Open Database Connectivity) connections from any desktop, Disconnected Scanning is used across the DMV to support secure file transfer. The DMV is working with Hyland and IAS to develop a secure middleware application to support Disconnected Scanning from outside of the DMV WAN (wide area network).

The employee productivity increases realized by making documents more accessible and reducing the amount of time spent processing them will help the DMV operate more efficiently, improving customer service. Because much of the data entry has been automated, the chances of human error in indexing have been reduced. With 46,000 requests processed in 2004, the ability for users with appropriate rights to immediately retrieve the documents they need and print, e-mail or fax them directly from OnBase will decrease response times significantly. To complement the security settings inherent in OnBase, VA DMV maintains security privacy logs with the OnBase EDMS module, which lets administrators know who has viewed or printed a document.

"From the very beginning employees loved OnBase," says Ms. Gonyo. "Without leaving their desks, they can retrieve and print documents and, unlike microfilm, the documents are always legible. And I don't have to pull and replace rolls of film when the documents have reached their retention period. Not only will

this help us reach our customer service goals, but we expect savings in shipping alone during the first year of Phase 3 to total approximately \$500,000."



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