

Fairfax Imaging Provides Quick Modules Remittance System for the California DMV

BENEFITS AT A GLANCE

- Reduces Labor Costs
- Increases Quality
- Handles complex business rules inherent in the CA DMV registration renewal process
- Accommodates the State's huge volume of registration and driver license renewals
- Provides system design using common, non-proprietary, off-the-shelf software and hardware components
- Enables the CA DMV to handle future programs without having to re-design the system

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Background The California Department of Motor Vehicles (CA DMV) receives vehicle registration renewal applications, driver license renewal applications and billing notices for information services (Automated Billing Information Services) through a renewal-by-mail billing process. Approximately 19 million transactions are received in the Registration Operations Division and processed by the Remittance System. Of the 19 million transactions, approximately 16 million represent vehicle registration renewal applications, approximately two million are driver license renewal applications, approximately one million are renewal notices returned by the post office as unclaimed mail, and fewer than 100,000 are Automated Billing Information Services notices.

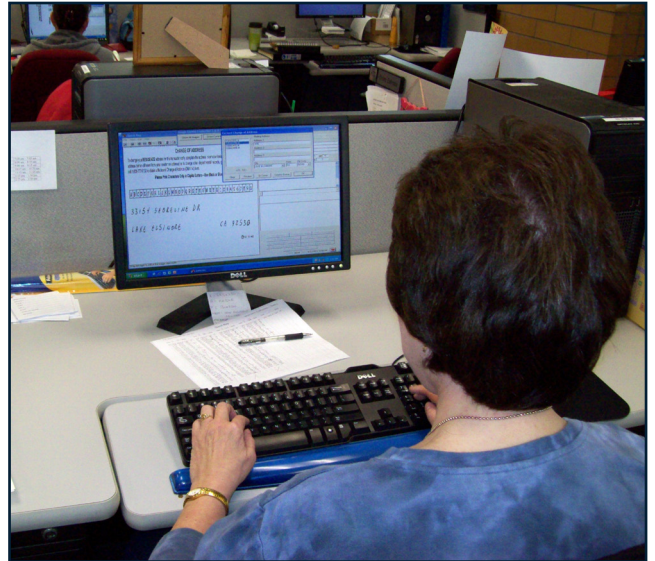
The hardware in place at the CA DMV was at end-of-life. The mechanical equipment units were seven years old with an industry standard life expectancy of five to six years. The system software was obsolete, no longer supported, and used a proprietary language

"There are two factors that make this solution a milestone accomplishment for Fairfax Imaging: one is the complexity of the CA DMV's business rules supported by Quick Modules. The other is the sheer volume of transactions supported," said Michael Minter, VP Sales and Marketing, Fairfax Imaging.

At the culmination of the bid process, Fairfax Imaging's proposal was the sole response that met all of CA DMV's Request for Proposal requirements. "At the end of the bid process, when it came time to open the sealed price proposals, ours was the only one opened," recalls William Merritts, VP Government Sales, Fairfax Imaging. "Every other competitor was eliminated for not meeting the requirements."

Complexity "It took us three months to compile and communicate our business rules to Fairfax Imaging," remarked Dee Ann Bradshaw, Data Processing Manager for CA DMV. "We really could have used more time. Fairfax Imaging did an outstanding job of configuring Quick Modules to accommodate our many and complex requirements. We continued to add changes, which the Fairfax Imaging implementation team absorbed into the solution design."

In fact, it was four months before the final design document was signed off. Fairfax Imaging compensated for this lengthy but important design phase by beginning the code customization process on known, low-risk applications before the final design document was completed.



The Fairfax Imaging system automatically delivers a change of address request to a CADMV operator

Typical of the complexity of the CA DMV system are the mark-sense check boxes present on automobile registration renewals. Because these have the capacity to alter the renewal fee, there can often be differences between the amount due and the amount of the actual check. Quick Modules handles virtually all of these discrepancies and automatically provides the information needed to extend a partial refund to the vehicle owner, request additional fees or simply ignore the difference if it is below a configurable threshold.

Volume The CA DMV processes up to \$12 million in automobile registration renewals and other vehicle-related items per day, approaching a total of \$2.5 to 3 billion per year. Virtually infinitely scalable, Quick Modules was easily sized to handle the volume with enough margin to accommodate expected growth over the life of the system. If more hardware or software is needed in the future, it will be a simple matter to add more horsepower or more modules without having to re-design the system.

No Single Point of Failure Another important requirement satisfied by the Fairfax Imaging solution was to have no single point of failure, or no single item or process that would bring the system to a halt if it failed.



DMV CLIENTS

California
Colorado
Virginia
Florida
Ohio
Texas

INDUSTRIES SERVED

Public Sector - Federal,
State and Local
Healthcare
Pharmaceutical
Banking
Financial Services
Transportation
Order Entry and Fulfillment
Service Bureau
Not for Profit

PRIMARY APPLICATIONS

Accounts Payable and
Receivables
Revenue/Tax Processing
Labor Claim and Wage
Processing
Motor Vehicle Registrations
Order Entry
Subscription Fulfillment
Remote Capture and
Deposit
Pharmacy Mail Order
Prior Authorization
Requests

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Virtually every component of the system is provided with a redundant component or a work-around. Most hardware components are duplicated and programmed for automatic fail-over. The exception to this is an OPEX MPS40 Mail Sorter. In the event of a failure with the MPS40, two OPEX Eagle's, although slower and less accurate at sorting mail than the MPS40, can be configured to process the MPS40's workload until it can be brought back on line.

This redundancy extends to a secure, high-speed network which supports the following objectives:

- Adheres to SANS, NIST, FISMA, ISO & Credit Card requirements
- Provides redundancy and fault tolerance at all levels
- Provides support for current capacity and scalability for future growth
- Provides a secure connection between our solution's network and the CA DMV network
- Provides separate and partitioned development, test and production environments

In addition to integrating the latest achievements in imaging, and with the objective to enable its products to be seamlessly integrated, Fairfax Imaging has pioneered the "user exit" concept. Under this paradigm, the core of *Quick Modules* contains extensive functionality that can fulfill most of the imaging and data capture needs of the end-user client. However, in order to ensure that the more complex requirements of the CA DMV are met, user exits present throughout the product are fully customizable.

This results in *Quick Modules* being tailored to handle the CA DMV needs while preserving the essential core components, which have been extensively tested and hence do not need to be re-written. This technique has also proven to mitigate the risks associated with the implementation of the type of complex system required at the CA DMV and to allow for a much easier and faster overall installation.

Parallel Processing Because of the high number of variables, CA DMV and the Fairfax Imaging project team specified a long period of time to run both the old system and the new system in parallel. "Parallel processing was key to the success of the solution," said Sarah Swain, Information Systems Technician, CA DMV. "We started small and worked up to larger volumes of incoming mail as our confidence in the system increased."

Meanwhile, the Vehicles Renewal Team provided technical support, combing through and comparing the data coming out of both systems to ensure accuracy.

"The Fairfax Imaging system is more versatile than our old system," said Vicki Patrick, Remittance Manager, CA DMV. "We can view images, whole batches and see everything at once in one spot. We are doing more transaction volume with the same number of people."



CA DMV Management Team (L-R): Dee Ann Bradshaw, Vicky Patrick, Sara Swain, Warren Weber

In fact, the department was able to take on an entire new workload, the Vehicle Insurance Program, which verifies that vehicle owners have coverage without increasing the number of full-time employees.

System Description An OPEX MPS40 sorts incoming mail into clean mail ("clean mail" is one envelope, one check, one coupon) and other mail. The MPS40 reduces the entire mail opening process, taking two hours to do what used to require eight.

Two OPEX Eagle mail opener/scanners open and scan clean mail which makes up the vast majority of incoming mail.

Other mail is processed on an array of 16 OPEX AS3690s, which open and present envelopes to the operators one at a time. The operator extracts and feeds the contents of each envelope into the AS3690s scanner for processing. Fairfax Imaging's *Quick Modules* software suite automatically identifies the type of transaction from the envelope and performs appropriate tasks. These include enhancing the scanned images, performing OCR data capture, balancing and encoding checks for deposit, and providing output data and files to the backend accounting systems at the DMV.

About Fairfax Imaging

Headquartered in Tampa, Florida with offices across the United States, Fairfax Imaging was founded in 1994 to provide high-quality products and integration services to the document, fax and form processing industries. Building upon its core competencies in these areas, Fairfax Imaging has added robust, rules-based workflow and decision engines to its award-winning *Quick Modules* software suite.



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