

A Publication of the Sales
and Services Groups

www.fairfaximaging.com

Fairfax Focus

Call us toll-free
877-627-8325

Sales

sales@fairfaximaging.com

Michael D. Minter
VP Sales & Marketing
(214) 384-3174

William D. Merritts
VP Government Sales
(510) 918-3053

Jerry McMunn
VP Commercial Sales
(847) 331-0409

Rich McLoughlin
VP Commercial Sales
(908) 581-8328

Support Services
helpdesk@fairfaximaging.com

Eileen Romps
Director Support Services
(703) 802-1220 x210

FAST! Update

We launched our customer support web tool, FAST (Fairfax Account Support Tool) in April and have received many positive comments about its ease of use. Almost half of our cases in June were entered using FAST. Our goal is to continue to enhance our customer support to ensure satisfaction. Please send your input and suggestions to eromps@fairfaximaging.com.



Left to Right: Nicole Gray, Mark Sokol and Jaiya Green

Employee Spotlight!

Thanks to our valued customers we continue to grow our organization. This month we are welcoming three additions to the Fairfax team!

Nicole Gray brings a healthcare background to Fairfax Imaging, with experience in pharmacy automation. An eight year veteran project manager, Nicole has completed several healthcare related projects and received numerous customer service excellence awards.

Mark Sokol, Director of Product Management, comes to Fairfax Imaging with a BS in Management Information Systems, an MBA in Marketing and abundant experience in product management and marketing with companies including Gevity, Mintek Mobile Data Solutions and Sage Software.

Jaiya Green a Certified Project Management Professional (PMP) brings 15 years of experience in business performance management application architecture, application development and integration. Jaiya's forte is identifying, understanding and managing to the customers' expectations.

Innovative New Method for Capturing W-2 Data

Fairfax Imaging, announces an exciting breakthrough for government taxing authorities that automates scanning, data extraction and processing of W-2 information. The new methodology provides a quick and accurate process for ensuring tax compliance.

Sizes, formats and styles of W-2 forms can vary by vendor. Because of these variations, traditional methods of using templates for data extraction are not possible. The new technology finds, extracts and interprets the data automatically while business rules validate the information and send it downstream.

In initial testing, the R&D team at Fairfax Imaging has obtained field recognition rates in excess of 80% for the majority of W-2 information. A government tax agency can see significant labor savings, faster response times and improved customer service to its citizens.

The new technique, semi-structured recognition, uses sophisticated algorithms, line placement and other advanced document classification methods to locate data.

"This is a tremendous evolution in the process of reading W-2's that allows our clients to capture W-2's at 200 DPI, resulting in fast processing times while achieving excellent results," stated Mike Minter, VP Sales and Marketing.

"This innovation is yet another example of Fairfax Imaging's commitment to listening to our customer's needs and providing data capture solutions that not only save time and money - but can now reduce loss of tax revenue!"

Please contact Sales for more information.

Electronic Presentment of Checks Earns ROI for City of VA Beach!

The City of Virginia Beach Treasurer Department (John T. Atkinson City Treasurer) processes the City's water bills and property taxes; over 3 million images per year with a peak of 12,000+ payments per day.

Before Check 21, the City used a two pass encoding solution. To ensure timely deposits during peak processing, the City borrowed resources from data entry to encode checks. There were many times City personnel worked until late at night and on weekends.

Solution

The City of Virginia Beach chose Check 21. Because Quick Modules is modular and scalable, it was a straightforward process to add our Quick Check 21 module and our image retrieval module which enables other departments to access images of checks and invoices.

"People in the water department retrieve images of checks instantly," said Joyce Siverd, Deputy Treasurer. "Before, we had to find the checks and fax them. Now, I can email a check image to a customer or another department."

Benefits

With the new system, the City saw improvements in payment processing. Operating expenses are reduced. Deposits are made the day checks arrive.

"On the first day of tax season, we were done before 5:00 PM!" said Joyce Siverd.



Left, Francisco Domingo, Account Clerk Supervisor. Right, Joyce Siverd, Deputy Treasurer

"We used to come in every weekend, during tax season. Now we might come in one weekend."

"For the most part, every check gets deposited the day it arrives," said Francisco Domingo, Account Clerk Supervisor.

Tax revenue becomes available to the City on the day payments arrive. One measurable return on investment is a 20% reduction of the cost of depositing checks.

"I attended conferences on Check 21 and heard problems," said Joyce Siverd. "We have not experienced any."

"Yes," added Francisco Domingo. "We thought money orders would be an issue with dark colored backgrounds. We have the same success with money orders that we have with checks."



Look for us at the TAWPI forum and expo in Washington, DC, August 2-5. This conference is a highly interactive, multi-dimensional event featuring ideas, information and advice on payments automation, distributed capture, and document & forms automation. Come meet our team; members of our Professional Services and Support Services Groups will be available to answer your questions. We will present demonstrations of our award winning Quick Modules software.

In addition, we will be unveiling a revolutionary new process for performing data capture on semi-structured forms such as W-2's.



Join the Fairfax Imaging crew at the 25th FTA Technology Conference and Exhibition at the Boise Convention Center in Boise, August 2-5. This meeting features presentations related to the application of technologies that enable improvements in tax administration. Come find out why we are the best choice for all of the tax types your agency processes. See a demonstration of our revolutionary new semi-structured W-2 forms processor. Find out why so many tax agencies have chosen us for their solutions.

Products

Quick Modules is a modular software suite which can be tailored to meet your requirements with the following components:

- Intelligent Data Capture
- Remote Data Capture
- Intelligent Character Recognition
- Image Enhancement
- Data Perfection
- Business Rule Support
- Complex Field Validation

- Payment Processing
- Electronic Check Presentment
 - ARC/ACH
 - Check 21
 - Encoding/ Endorsing
- Transaction Balancing
- Export to Legacy Systems
- Data and Image Archival
- System Recovery

Services

Fairfax Imaging is a full-service, solution integrator providing:

- Business Process Re-engineering
- Project Management
- Quality Assurance Planning
- Disaster Recovery Planning
- Form Design
- Hardware Installation
- Software Installation
- Comprehensive Testing
- Training at all levels
- Maintenance & Support

