

Fairfax Focus

Fairfax Imaging Completes New Remittance System for the California DMV

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Approximately 19 million transactions are received in the CADMV Registration Operations Division and processed by the Remittance System. The remittance hardware in place at the time of this project was at end-of-life. The system software was obsolete, and used a proprietary language.

"This solution is a milestone accomplishment for Fairfax Imaging because of the complexity of the CA DMV business rules accommodated by *Quick Modules* and the sheer volume of transactions supported," said Michael Minter, VP Sales and Marketing, Fairfax Imaging.

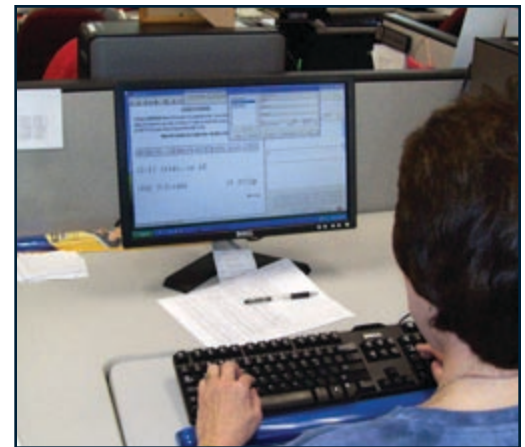
Fairfax Imaging's was the only proposal to meet the CA DMV's requirements. "When it came time to open the sealed price proposals, ours was the only one opened," recalls William Merritts, VP Government Sales, Fairfax Imaging. "Other competitors were eliminated for not meeting the requirements."

Complexity "It took us three months to compile our business rules," 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."

To compensate, Fairfax Imaging began the code customization process on known, low-risk applications before the final design was completed.

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* detects these 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 threshold.

Volume The CA DMV processes up to \$12 million in automobile registration renewals and other vehicle-



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

related items per day, approaching a total of \$2.5 to 3 billion per year. *Quick Modules* was easily scaled 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, the CA DMV can add horsepower and 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: no single item or process that, if it failed, could stop the system.

Components of the system are redundant or have a work-around. Most hardware components are duplicated and programmed for automatic fail-over. The exception to this is the OPEX MPS40 Mail Sorter. In the event of a failure, the two OPEX Eagle's, can be configured to process the MPS40's workload until it can be brought back on line.

In addition to integrating the latest achievements in imaging, and with the objective to enable its

FFX

New-hires

In our continuing effort to maintain the company's superb level of support for new business, we have increased the size of our talent pool with additional, highly-qualified, professional staff.



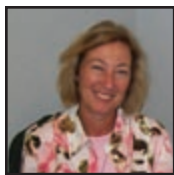
Bryan Kwiatkowski

Support Engineer with experience developing and supporting C#, ASP.Net web applications and SQL database management software.



Joseph Gero

Project Engineer with expertise with a wide variety of servers and applications, incl Exchange, SQL, web services, SharePoint, network services, and firewalls.



Linda McGlothlin

Vendor Coordinator with broad experience in management for 40 vendors and 2000 products, project management and technical account management.



Mary Henderson

Proposal Writer with extensive experience in management, system development life cycle, project and portfolio mgmt, and system documentation.



Maryanne Pearson

CPA with broad experience in private and public accounting, tax, auditing, and financial management in a variety of industries.



Nidhi Jain

Support Engineer with a Masters in computer application and six years of development experience in .NET, SQL and reporting tools.



Paul Player

Project Engineer with experience since 1983 in developing web services and apps, and database design, using .NET, VB Script, VB.net and C#.



Rawad Koteiche

Sales Engineer -- Fresh degree in Mathematics with a minor in Computer Science and experience in communicating and working with customers .

CADMV

Continued

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. To ensure the more complex requirements of the CA DMV are met, user exits present throughout the product are customizable.

This results in *Quick Modules* being tailored to handle the CA DMV needs while preserving the thoroughly tested core components. This technique also mitigates the risks associated with the implementation of the kind of complex system required at the CA DMV and allows for a much easier and faster installation.

Parallel Processing

"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."

"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."

In fact, the department was able to take on an entire new workload without increasing the number of full-time employees.

System Description

An OPEX MPS40 sorts incoming mail into clean mail and other mail ("clean mail" is one envelope, one check, one coupon). 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. *Quick Modules* automatically identifies the 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.

Products

Quick Modules software suite can be tailored to meet your requirements for the following services:

- 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

(877) 627-8325

See a demo of the *Quick Modules* system at:
FTA Technology Conference in Atlanta, Aug 1-4
AFP Annual Conference in San Antonio, Nov 7-10

