

## Georgia Department of Revenue



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The Georgia Department of Revenue uses the motto: "Faster. Friendlier. Easier." But those words could be the rallying cry for most government entities in these tough economic times.

One part of the Georgia Department of Revenue's strategy for doing things faster, friendlier and easier is its recent implementation of an advanced returns processing solution.

The state's system includes software from Fairfax Imaging and scanners from ibml. Fairfax Imaging is the leading reseller of ibml scanners in the state government marketplace.

The new system also is helping the department significantly increase its daily output, while reducing the number of jams on its scanners. It also has provided the state with state-of-art 2D barcode reading functionality, which captures critical taxpayer information during scanning, automatically eliminating manual paper sorting and speeding turnaround.

### **A Track Record of Success**

The Georgia Department of Revenue is a longtime user of imaging technology for tax return documents. And for the past 14 years, the ImageTrac scanners from ibml have been an integral part of those initiatives. The ImageTrac scanner is a high-speed color scanner that features an open-track design, in-line document processing intelligence, multiple pocketing options, and the ability to process multiple document types co-mingled. After positive experiences with two previous versions of the scanner, the state decided in 2010 to upgrade to the latest version of the ImageTrac in order to replace its six aging scanners and leverage enhanced capabilities that were not available on its legacy hardware. Upgrading its scanners also provided the state with an opportunity to migrate to the latest version of Fairfax Imaging's capture software. The previous success the state had with the combined solution from ibml and Fairfax Imaging played a critical role in its decision to upgrade the system.

The Georgia Department of Revenue went into live production with the new solution on March 24, 2011 – immediately before its peak tax-processing season for the year. The upgrade went especially well, with Fairfax Imaging coordinating the installation in concert with a registered ibml technician. Only minor changes were required of the solution in order for it to integrate with the state's legacy environment. What's more, the operator interface on the state's new scanners is nearly identical to that of its legacy devices, providing a seamless migration for users. To ensure a smooth transition to the new system, six staff members were provided hands-on administrative training, which the state later described as "invaluable."



ONE SOLUTION ● ONE WORKFLOW ● ONE PROVIDER

The new system installation was required without any interruption to the state's production.

### **The Results**

The new system has paid immediate dividends. The system's increased throughput enabled the state to complete the scanning for its peak season earlier than ever. And the state expects to improve on these results as it continues to make use of the system's 2D barcode reading.

Processing high volumes of tax documents in a short period of time is no small task. And the Georgia Department of Revenue – staying true to its motto – raises the stakes by setting a goal for itself to exceed its current daily production output and produce the best quality images possible, all while reducing its average processing time. Based on a long track record of success, the state believes ibml-Fairfax Imaging solution is the best way to meet this goal.

### **About Fairfax Imaging**

Established in 1994 with offices in California, Florida, Illinois, New Jersey, Ohio, Texas, and Virginia, Fairfax Imaging developed its own processing software, Quick Modules. Quick Modules offers the industry a highly successful and award winning fax, forms, and remittance processing solution. Currently Quick Modules systems process billions of dollars in payment items and millions of transactions per day; across many industries, in government, healthcare, and other sectors. For more information, contact Fairfax Imaging, toll-free at 877-627-8325, or visit us on the web at [www.fairfaximaging.com](http://www.fairfaximaging.com).

### **About ibml**

ibml provides intelligent scanning and document capture solutions that drive business process improvements from the point of capture -- whether it's a high-volume centralized operation or a remote office. Combining hardware, software and services, ibml's comprehensive solutions automate the most demanding document applications in banking, financial services, healthcare, government services, outsourcing and more. Every day, hundreds of ibml customers across 41 countries use our technology to capture millions of document images. For more information, visit [www.ibml.com](http://www.ibml.com).

