



## Softech & Associates Motor Vehicle Citation Processing

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### Partner Solution

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■ **Target Industry**

*Government*

■ **Business Application**

*Citation Management*

■ **Products**

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Capture*

*IBM FileNet Content Manager*

### Business Challenge

The delivery and execution of motor vehicle citations is an extremely paper-intensive, error-prone process. When a traffic officer writes a motor vehicle citation, one copy is given to the motorist, while duplicate versions are distributed among various government agencies, including: the police department, the traffic court system and the Department of Motor Vehicles (DMV). Once the DMV receives a citation — with or without payment — it is sorted, routed, manually entered into existing agency motor vehicle systems and then correlated with other citation copies, payments and supporting documentation.

A disconnect occurs when various departments within the agency are unable to cross-reference records, and information about the citation is entered into multiple, disparate systems. This scenario leaves the DMV to grapple with erroneous and unreconciled data. This can also negatively impact customer service when a motorist receives a notice of non-payment, when in reality, payment has been received.

In the interest of increasing productivity, improving customer service and ensuring the accuracy of citation and payment information,

DMVs are turning to enterprise content management (ECM) solutions that automate the posting of citations and payments and correlate citation and payment documents.

### Solution

Softech's Motor Vehicle Citation Processing solution provides a cost-effective and complete imaging, data storage/retrieval/reconciliation and reporting mechanism for processing motor vehicle citations and payments using existing DMV mainframe systems.

When citations, payments and related documents are received at the DMV — with or without payment — instead of manually entering the information into a computer or microfilming the document, employees scan the documents. These documents are then captured, scanned and stored with an associated document record locator. This record is then correlated with existing or yet to be received documents related to the citation. Payments received in the form of checks, money orders or vouchers can then be collected and deposited at the bank for immediate recognition.

With the Motor Vehicle Citation Processing solution, scanned images for in-state and out-of-state citations, payments, court orders and other documents are managed as a



complete document package and can be retrieved upon demand. Authorized personnel are able to access an entire collection of documents related to a single driver, court, law enforcement agency, field office or other entity, as needed.



### **Value Proposition**

Softech's Motor Vehicle Citation Processing solution reduces the time associated with manual data entry processes and dramatically improves data integrity by eliminating manual, error-prone data entry and processing. Among the ways this can be accomplished is by: reducing the number of times paper documents are handled, eliminating the movement of documents between various agency building locations and ensuring that all bank deposits are made upon receipt of payment.

Optimized processes ensure that work is distributed to the various organizations and organizational efficiency is achieved. Metrics are reported so that management has visibility into processing rates, snags and improvement initiatives. Additionally, with the Motor Vehicle Citation Processing solution, DMV management can gain visibility into day-to-day operations and trends occurring over time, supporting continuous improvement initiatives.

### **Company Description**

Softech & Associates, Inc. is a leading provider of flexible client configurable enterprise content management solutions and tools that allow IBM ECM customers to better leverage their investment. Softech provides consulting services expertise in system installation and optimization, release upgrades, volume image conversions, high-speed document import/export, platform, data and application migrations and customer support.

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