

Rural state transforms document sprawl.

SUCCESS STORY / EGOVERNMENT / TRANSACTION MANAGEMENT



“We chose ILINX Capture because, out of the box, the product was both easy to configure and easy to use.”

Enterprise EDMS Coordinator, State of North Dakota

Strategic Initiative

Making effective use of information technology is vital in North Dakota, where the small population spans a rural expanse. The state’s IT department needed to improve its information-capture process to effectively support constituent services. The initiative mandated high-quality image capture, data indexing, centralized administration, ease-of-use, and the ability to support multiple workflows.

Solution Plan

North Dakota’s IT leadership selected the ILINX process-improvement platform, featuring ILINX Capture and ILINX Import, based on several criteria including the .NET architecture, compatibility with IBM Websphere and FileNet, and the ability to easily capture and import data from eforms, emails, or documents scanned at remote locations.

Investment Return

The high quality of data captured through the ILINX process has led to a 66% drop in capture support tickets, relieving a significant burden on North Dakota’s IT staff. Easy configuration of the system has allowed the IT team to utilize it for more than 100 workflows. And the solution has supported growth, enabling North Dakota to extend it across 16 state agencies.

ILINX CAPTURE AND INTELLIGENT WORKFLOW

This foundational workflow automation module lets you capture data quickly and easily from any source and any device. With no page-count licensing, capturing and utilizing data is fast and cost-effective.

ILINX IMPORT

Import files from multiple sources into your workflow; highly flexible configurations automate capturing metadata and improve image quality.



Process innovation made easy.

ImageSource makes process innovation easy through advanced solutions built on ILINX, the world’s most flexible process-improvement platform, delivered by a team of experts committed to customer-partner success.