

ILINX enables state agency to overcome potential pandemic delays.

SUCCESS STORY / EGOVERNMENT / TRANSACTION MANAGEMENT



Strategic Initiative

A state fund agency is responsible for dividend payments to qualified residents. Each payee must submit proof of eligibility annually, with parents also applying on behalf of minors. Although the agency accepts online applications, a digital divide across the state’s rural expanse forces many to send paperwork by mail. The agency needed an improved process for hard copy documents to meet legislative deadlines.

Solution Plan

Agency administrators decided to expand their ILINX capture and storage solution to improve efficiency and automate detailed data collection from new adult and child forms with a total of 288 index fields. Adding Advanced Capture capabilities improved processing of eligibility documents received by mail. Instead of doing time-consuming data entry, employees only needed to review potential errors flagged by ILINX.

Investment Return

The solution went into effect just before the COVID-19 pandemic landed in the United States. Under stay-at-home orders, field offices closed at the height of dividend application season – and at a critical time for citizens. Despite the challenges, the newly-integrated ILINX Advanced Capture functionality enabled the agency to process forms quickly, avoid backlogs and deliver essential resources to its most remote citizens.

ILINX ADVANCED CAPTURE

Automatically capture business-critical data from multiple sources with AI-powered classification. Automatically find the most important document data and validate it.

THE ILINX PLATFORM

A foundational process-improvement platform that empowers people and organizations to automate workflow, extract value, and intelligently share content securely and effectively.



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.