

## Come Together

*By Rich Miller*

*With its ability to scan multiple document types, and its capabilities for both MICR and ICR, ibml's ImageTrac platform is ideal not only for the state revenue agency, but also for any government agency looking to consolidate systems and deploy shared services.*

A recent customer win by ibml is indicative of two trends that have taken hold in the revenue departments of state governments: the push towards shared services and consolidated payments and document processing. Based on its momentum in shared services and the flexibility of its document scanning platform, ibml is well positioned to help government agencies eliminate redundant functions, reduce costs and provide a means to realize operational synergies through common practices and data.

ibml recently won a contract from the revenue department of a state government to deliver two ImageTrac® scanners. The ImageTrac is a high-speed document scanner that features: bi-tonal, gray scale and color scanning; barcode and patch readers; an ink jet printer; sort pockets; multi-feed detection; and color touch-screen controls. But most importantly, in terms of the state's business requirements, the ImageTrac also provides redundant MICR and ICR reading. This provides the ability to scan multiple document types co-mingled; such as checks and full-page documents.

These last two capabilities were critical for supporting the state's automation plans.

Looking to improve operations efficiency, the state wanted a single document scanning platform for both its payments and documents. Previously, the state processed its payments, or remittances, on a dedicated coupon and check scanner. The ibml scanning solution will handle any paper-based transaction. No longer do end users need multiple systems to process different transactions types. A single vendor and a single support process, the ibml solution reduces the purchase price of the system and reduces maintenance costs. In addition, processing turnaround time is reduced and training for all types of work is simplified.

Implementing a platform that supports both payment and document processing not only allows government operations to consolidate systems, it also enables them to implement shared services, to process work on behalf of other departments – a perfect way to better utilize the scanning infrastructure now employed by most states.

The state that is purchasing the ImageTrac scanner is taking the concept one step further: it plans to offer its payments and document processing services to several state agencies. Today, ibml has several states processing up to 12 different state agencies thereby acting as the states' internal lockbox provider.