



# GOVERNMENT AGENCY SAVES TREES, MONEY

## DOCWISE®'S OPEN ARCHITECTURE AND FLEXIBILITY MAKE IT HAPPEN

*A large government entity wanted to reduce their paper storage requirements. To achieve this, they implemented an electronic document imaging and workflow system.*

A busy, vital, government agency called upon iDoxSolutions, Inc. (iDox) to help them with their paper problem—one that is very common these days. They had too much of it.

iDox came up with a solution that combines DocWise, document management software from Viking Software Solutions, and other programming tools to create a customized system, suited to the agency's specific application.

Bill Grooms, project architect at iDox said, "The DocWise API and ActiveX controls are necessary for customizing applications to suit the customer's needs. The DocWise API set is very helpful in applications for retrieving specific information about the DocWise objects. A developer can use these without having to totally understand the underlying database structure. This helps shorten development and implementation time."

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### System Overview

This project is a document imaging and process automation system that allows for the easy access and processing of electronic documents and scanned paper documents.

Each division of this government agency involved in the project is able to receive electronic documents and has its own document scanner and workstation to process incoming paper. After receiving the paper documents from the mail room, trained personnel in each department scan and index the documents, then send the documents to the technicians for processing.

The technicians access the incoming documents from electronic object folders. The technicians also have the ability to create their own objects from e-mails or other electronic documents that they may receive. Using an object processing application, written by iDox for the project, the technicians have all of the abilities they had with their old paper system, along with some capabilities they never had before—all without leaving their computers or handing paper. Now they can:

- Search the electronic library for documents
- Access and process objects
- Send objects to a supervisor for special processing
- Send objects to a reviewer for review
- View documents in the object folder
- Email, fax, or print documents in the object folder
- Add documents to the object folder
- Add notes to documents in the object folder
- Add screen captures of host applications to the object folder
- Accommodate high-speed import of electronic files

Each object can be thought of as an electronic "folder" composed of one or more scanned documents and any documents that have been added by the technician. The electronic library is where the objects and supporting documents are stored.

Technicians can quickly access all of the documents in the electronic library and multiple technicians can access the same object at one time. Technicians can

search for documents by any of the category indexes or information attributes that have been created for the task. The category indexes and information attributes are used in combination to determine the exact documents requested.

### **Key benefits of the system**

- Reduced the physical file storage space
- Reduced paper flow reliance
- Reduced paper consumption
- Reduced photocopying
- Increased quality and timeliness of business processes
- Reduced risk of lost or misfiled documents
- Ability to manage increases in volume and services
- Increased efficiency through integrated document workflow
- Ability to import electronic documents into the workflow and file folders
- Flexible input of desktop documents into the workflow
- Combined display of images and data
- More efficient file retrieval
- Multiple indexes for retrieval
- Simultaneous view-only access to multiple users at one time
- Ability to search the database for keywords or other values
- Ability to secure documents
- Audit trail of transactions via workflow tracking
- Long-term electronic archive of paper documents
- System scalability for managed growth

DocWise is working as desired and producing the savings projected. This combination of DocWise, other programming tools, and the expertise of the

iDox staff have resulted in a successful installation. The customer continues to reap ROI every day.

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When asked why iDox chose DocWise for this project, owner Mike Brant said, “They [the customer] didn't want all the bells and whistles. They wanted a workhorse they could customize for their project.”

### **About Viking Software Solutions**

Viking Software Solutions has developed document-related software since 1980. Viking's philosophy of producing a quality product and providing incomparable technical support has generated a loyal client base, encompassing both government and business enterprises...large and small...local and worldwide.

Viking's mission statement is twofold:

- Provide best practice human interface tools for the most demanding data and document processes.
- Make those specific applications easy for end-users, non-programmers, and data entry personnel to set up and use.

### **About iDoxSolutions Inc.**

iDoxSolutions, Inc. ([www.idoxsolutions.com](http://www.idoxsolutions.com)), headquartered in Bethesda, Maryland, is an experienced and results oriented small business specializing in providing imaging, document management and process automation solutions and services for the federal government. iDox works closely with customers to provide integrated, comprehensive solutions for the most challenging business problems. iDox provides the total solution from initial planning and design services, to systems integration and development, training and support. iDox is a reseller of Viking's software products for the federal government as well as other sectors. Together, these two companies are dedicated to creating superior customized solutions for their mutual customers.