



SOUTH CAROLINA DEPT. OF REVENUE

MOVES FORWARD WITH A STATE-OF-THE-ART IMAGING SYSTEM

The History:

2001: VDE® replaces an outdated data entry system

The South Carolina Department of Revenue used a dedicated data entry system for many years. The system had served them well, but was becoming increasingly difficult and expensive to maintain. Productivity in the DOR is very important and the increasing age of the hardware was affecting production.

The DOR issued a Request for Proposal in February 2001 to find a new data entry vendor. Viking and several other firms responded and the DOR selected Viking's VDE.

Ready for the future

Sherrill Lindsay of Viking explained, "The South Carolina Department of Revenue needed a key from paper solution that has the capability for expansion -- both in number of operators and imaging capability. They were perfect candidates for our crawl before you walk and walk before you run approach. They needed to first replace the old equipment, learn new software, and become familiar with the Windows environment. However, they wanted to be sure that when they needed to advance, they did not have to start from scratch and learn yet another software application. Viking Software is a fit for their needs and will serve them into the future."

The transition process

Mr. Larry Castell of Viking worked closely with South Carolina

Department of Revenue to convert data entry jobs and train personnel. Drawing on his 16 plus years experience with Viking and involvement with similar projects for the West Virginia Department of Revenue, Utah State Tax Commission and Wachovia Bank, N.A., Larry made the transition as easy as possible.

The Next Step:

2004: The department adds Scan-Optics hardware and software for a state-of-the-art imaging system

In 2004, the DOR acquired two new Scan-Optics SO Series scanners to streamline their tax return processing and storage. First, the tax returns and checks are scanned. Scan-Optics' Sonar OCR/ICR software captures the data. The OCR data is given a confidence level based on the legibility of the tax return. The Scan-Optics import process converts the data to a text file containing image file names and OCR data. The text file is passed to VDE+Images®, which creates a batch file containing the OCR data.

VDE+Images completes the package

Viking's VDE+Images has the same interface and functionality as VDE but with added imaging capability. Using VDE+Images, users can see the image and data side-by-side to review and make corrections. VDE+Images balances the OCR data, totaling all the figures on the tax return and comparing the total with the accompanying check. If the figures don't balance correctly

and/or the confidence level of the OCR data is below a certain point, VDE+Images forces the user to key-verify the batch.

Due to certain restrictions, users key some returns from paper. This is no problem with VDE+Images since users have the same interface for both key-from-image and key-from-paper. These returns are scanned for indexing and storage purposes only.

Users required a minimal amount of training to learn VDE+Images because they've been using VDE since 2001. They only needed to learn a few keystrokes related to image manipulation. Larry trained a few users at the department who in turn trained the others.

As always, Larry has been quick to respond to any problems the department has had. He will train the department to develop their own applications. At that point, they will implement key-from-image for more and more of their data entry processes.

Viking and Scan-Optics:

Working together to create seamless document imaging systems

Viking Software Solutions and Scan-Optics are both best-of-breed providers in their respective fields. Together, they offer the best possible complete solution for South Carolina Department of Revenue and others. Over the years, both Scan-Optics and Viking Software Solutions have developed an excellent reputation for providing data capture solutions to customers across a wide variety of industries and applications. Both organizations are committed to offering products of unmatched quality backed by superior technical support and customer service.