

Intelledox Infiniti

Government Sector Case Study

Government Transport Agency



The Adaptive Engagement Platform



About the Customer

The Transport Agency is responsible for the country's national transportation sector. The agency's main job is to ensure citizens travel reliably and safely and to grow the country's economy by investing in moving people and freight. The agency plans and delivers national transport networks and supports local networks, while working to ensure the effectiveness and safety of public transport, freight networks and road safety.

Business Environment

This Government Transport Agency is tasked with promoting safe and functional transport on land, including the responsibility for driver and vehicle licensing and investigating rail accidents in the country.

Every week, the agency produces thousands of pieces of customer correspondence – driver's license warning letters, suspension letters, and commercial letters – through a manually triggered bulk generated batch process. Such correspondence was traditionally generated using a bespoke legacy system which was hard-coded by a third party service provider.

Business Challenge

The agency wanted to optimize the bulk warning and suspension letters business process and saw an opportunity with Intelledox. With their current legacy system, any change they wish to make to the documents – such as errors like a full stop or a signatory change in the document template – involved the scheduling of expensive IT resources, and would typically take up to three months to amend.

Furthermore, the agency was having ongoing quality issues with the data that passed through the system in generating suspension and warning letters. The legacy system did not have the appropriate quality checks, and the records utilized often contained corrupt data – such as address errors and truncated fields. Quality assurance officers would then have to go through thousands of warning letters manually to separate which documents had errors that need amending. Both of these issues caused significant inefficiencies and time loss and hindered the organization from producing accurate customer correspondence.

The agency needed a system that would allow them to significantly reduce document generation time, while also allowing them to easily maintain and monitor the data quality in both their document templates and their output documents.

The Infiniti Solution

As part of their Intelledox implementation, the agency decided that they would need to automate their current document-centric processes – the generation of suspension letters, warning letters, and commercial letters – with a solution flexible enough to accommodate planned architecture changes.

“The positive returns from the Intelledox implementation has extended from rapid and accurate document generation to overall business and staff efficiency.”

**National Manager Delivery
- Government Transport Agency**

The process of generating the suspension letters and warning letters is similar – Intelledox uses batch data from the agency's licensing database to generate driver's license suspension and demerit point warning letters. The file that comes through from the database is automatically processed and checked for errors then divided into two categories – print ready records and records needing manual review before delivery.

The print ready records are sent to Intelledox via a web service and delivered to a specific print queue as well as a storage folder for pickup. The manual review records are checked and amended, before they get stored and marked as ready to be delivered to the

print queue.

Intelledox also empowers users to generate commercial letters on an ad hoc basis. Guided by the Intelledox platform, an authorized user logs on to Intelledox via the organization's intranet and selects the type of document they wish to generate while using a smart web form to retrieve necessary content from the agency's database. Once finished, the document is generated and the output returned to the user in a file format of their choice, usually PDF.

Over time, this solution evolved into a direct integration with the agency's mail house provider. This functionality extends the Intelledox solution to allow generated documents to be sent directly to the mail house for printing and post, greatly improving production and delivery times.

Featured Improvements

The Intelledox document creation platform assisted in the transport agency's increase in overall business efficiency through automation of bulk and ad hoc document generation processes as well as providing the necessary structure to integrate with the agency's existing business systems.

Business Benefits

- Increased productivity and efficiency
- Assured accuracy of content and ease of management.
- Ownership of the solution at business level
- Significant cost benefits through the use of a single automated process.
- Drastic reduction in document generation time
- Better quality output including elements such as branding and formatting.
- An effective bulk and ad hoc generation engine that is easy to use and maintain.

About Intelledox

Utilizing Responsive Web Design, the digital transformation solutions offered by Intelledox help companies rapidly develop and deliver mobile-ready business processes. Healthcare, Insurance, Financial Services, Government and Enterprise customers worldwide deploy the Infiniti platform to enhance customer engagement, increase customer satisfaction, streamline efficiency, and drive down operational costs. While Intelledox makes its home in Canberra, Australia, its North American Headquarters are located in Dallas, TX, but is also present in New York, Toronto, London, Singapore, and Sydney.



About Smart Work Innovation (SWI)

Fuji Xerox Smart Work Innovation (SWI) is the industry market leader for document management and consulting services globally. We help our customers communicate better through re-engineering their document management processes, ensuring seamless integration into their current IT infrastructure, transforming document intensive processes and customer communications to create a secured communication environment. Visit us at www.betterbusiness.fujixerox.co.nz.

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Intelledox

Contact an Intelledox Digital Expert near you and let us show you how you can realize the benefits of digital transformation in your organisation.

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