

Manage secure, efficient document capture processes with **Nuance AutoStore.**

Assure faster, secure and more cost efficient operations through a cohesive system.

Challenge

- Provide necessary services to its constituents swiftly and cost-effectively
- Reduce paper output, increase security and speed of document delivery, and reduce the tedious and repetitive tasks associated with manual document management

Solution

- Provide document processing and secure integration with a number of back-end systems used for managing health records, accounting and electronic faxes

Results

- Easily audit user activity and send confirmations of activities back to the user and/or department manager
- Seamless integration into an electronic fax system
- Secure print release solution, mandating duplex output through all MFDs, and an ongoing awareness campaign that has reduced paper output

Profile

Established in 1742, Fairfax County, VA has grown to become a thriving community of more than 1 million people, making it the most populous county in the commonwealth of Virginia. The Fairfax County government spans more than 55 different departments, agencies, programs, and services – from police, fire, and rescue to libraries, animal shelters, the county registrar and health and human services.



“We reduced the complexity of the hardware and thus the service challenges. We’re down to four models (with a common interface) from 12 models with eight different interfaces. And, with dedicated copy rooms and a couple of high speed color models, we’ve been able to eliminate our older color copiers and the associated costs for accessories and service.”

David Foechterle
Customer Service Manager for the Department of Information Technology,
Fairfax County, VA

As a government entity, Fairfax County’s primary objective is to provide necessary services to its constituents swiftly and cost-effectively, which requires close collaboration among many of the agencies. By nature, however, the County is a paper-intensive environment. They needed to reduce paper output, increase security and speed of document delivery, and reduce the tedious and repetitive tasks associated with manual document management. David Foechterle, Customer Service Manager for the Department of Information Technology, was charged with tackling the challenge.

Challenge.

With more than 600 hundred copiers or multifunction devices (MFDs) spread throughout its offices, some County workers took advantage of scan-to-email capabilities, but most still printed paper copies that subsequently had to be hand delivered and stored in physical form, rendering their data incapable of integrating into any of the County’s back-end management systems. “Paper was really piling up,” said Foechterle.

Foechterle conducted intensive research into various solutions he felt could meet the County’s efficiency objectives. “I also wanted an intelligent management solution that would proactively watch the fleet in real time, alert us of a device or system issue, and then dispatch a technician to resolve it before the end user knew there was an issue,” Foechterle added.

Solution.

As of mid-May 2012, 55 agencies, departments and programs were using a new hardware/software solution that reduced manual handling of paper documents significantly while creating a secure document processing and collaborative environment for more than 15,000 end users.

The backbone of the implementation is a fleet of 500 MFDs from Ricoh, and Nuance AutoStore™ software that provides document processing and secure integration with a number of back-end systems used for managing health records, accounting and electronic faxes. Installation spanned just six weeks, including swapping out the old equipment, installing the MFDs with Nuance AutoStore and training time at 300 locations around the County.

According to Foechterle, the MFDs are uniform—regardless of the model. Hard and soft button layouts are the same, which makes them intuitive to use. Also, Nuance AutoStore allows the MFDs to identify different user groups. When employees log in using ID cards and press the Scan button, the software differentiates among user groups, giving employees a customized user interface and access to specific workflows.

“Nuance AutoStore also allows us to audit user activity and send confirmations of activities back to the user and/or department manager easily. As a result, we are person-specific, not just device-specific, which provides a high level of efficiency and security,” Foechterle added. “Before implementing Nuance AutoStore, users were tied to specific devices in their immediate work areas and limited to scan-to-email. Now, users are able to walk up to an MFD anywhere in the County, authenticate via their HID proximity card, and a personalized profile will pop up.”

By having Nuance AutoStore remember frequent user data entries, Fairfax County has been able to introduce “intelligent” risk mitigations. For example, instead of retyping 10-digit fax numbers each time, Nuance AutoStore remembers the user’s most frequent destinations, and prompts that at the panel of the device.

“Our mission is to best serve the citizens of Fairfax County. We have learned to be innovative and cost efficient while speeding up delivery of services quickly and securely. We see Nuance AutoStore as the ‘backbone’ of this implementation because it has allowed us to do so much – easily and securely – and we’ve just begun to scratch the surface of what this system is capable of providing.”

David Foechterle
Customer Service Manager for the Department of Information Technology,
Fairfax County, VA

Also, the “to” field in email is pre-populated with the user’s email address, accelerating their activity and reducing mistyped email addresses.

Results.

One of the workflows implemented for the Community Services Board (CSB) is a HIPAA-compliant health management system. The CSB, a division of Human Services, deals with situations that may involve issues such as intellectual disabilities or substance abuse. The software allows users to scan documents into a HIPAA-compliant folder which is locked down and accessible to only certain individuals. “With Nuance AutoStore, we’ll actually grab their documents, convert them to PDF format and store them in their back-end database,” explained Foechterle.

Another plus generated by the Nuance software is a seamless integration into an electronic fax system. The County is production-ready to implement RightFax and on track to convert about 200 fax machines to the new solution by early summer. “There are a lot of hidden costs in maintaining fax machines – toner, paper, maintenance, and phone lines,” Foechterle said. “When you change these machines out for an electronic system with processing software that feeds documents directly into workflows, you’re saving a lot of money.”

The Fairfax County Registrar and Office of Elections is also utilizing another capability called Nuance Smarticket™. Users place a Smarticket customized

barcoded cover sheet on a stack of documents (generally absentee ballots) that will scan, OCR (i.e., convert to PDF format) and store on a shared network. Smarticket then sends an email with a hyperlink to documents for review to a list of individuals. Legally, all documents must be reviewed before being posted to a public site. For tracking, the software provides the County with integration to a cost accounting solution that keeps track of the number of impressions going through the MFDs, who is creating them and what function occurred: printing, copying, or faxing. This allows accurate tracking of information to be billed back to specific departments.

Overall the County has seen a radical drop in the copying of paper documents and a corresponding increase in scanned documents. In fact, since implementing this project, the County has seen the number of impressions (generated through the MFDs) drop from a high of 57.5 million in 2010 to 48.8 million in 2011. Foechterle pointed to the introduction of a secure print release solution, mandating duplex output through all MFDs, and an ongoing awareness campaign that has reduced paper output across the County by 20 percent (as noted by the Department of Purchasing and Supply Management).

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