ILINX Cloud solution delivers productivity and business continuity.

SUCCESS STORY / EGOVERNMENT / **TRANSACTION MANAGEMENT**

State Licensing Agency

Strategic Initiative

A state licensing agency was wasting valuable skilled-staff time looking for documents to fulfill public information requests and collecting paperwork to qualify applicants. The agency sought an automated solution to replace its manual record-keeping and incident reporting processes.

Solution Plan

The agency was referred to ImageSource and the ILINX process-improvement platform. Because of the agency's small staff, a cloud-based solution was chosen to minimize maintenance and support requirements. ILINX Capture and Content Store were deployed for digital file management – including routing, review, and approval workflows. Incident reporting was automated using ILINX eForms.

Investment Return

The cloud-based solution has improved efficiency, productivity, business continuity, and employee satisfaction at the agency. When the COVID-19 pandemic halted work in the office, the agency was able to quickly pivot to a remote work model and eventually a hybrid work model, not possible with the previous system. With SaaS support, the entire team can now focus on delivery of services.

ILINX CAPTURE AND INTELLIGENT WORKFLOW

This foundational workflow automation module lets you capture data quickly and easily from any source and any device. With no page-count licensing, capturing and utilizing data is fast and cost-effective.

ILINX EFORMS

Create and use electronic forms on a website or within business applications — accessible from any device for input, routing, workflow of data to your business systems.

ILINX™

Process innovation made easy.

ImageSource makes process innovation easy through advanced solutions built on ILINX, the world's most flexible process-improvement platform, delivered by a team of experts committed to customer-partner success.