

# SaaS 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.



### 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.