

Secretary of State fast tracks the business of starting a business with ILINX.

SUCCESS STORY / EGOVERNMENT / TRANSACTION MANAGEMENT



WASHINGTON
Secretary of State

“ImageSource completed all phases of the upgrade on time. It has enabled us to offer services to the public without compromise.”

Director of Corporations and Charities Division, WA Secretary of State

Strategic Initiative

The Washington Secretary of State Corporations Division recognized the need to modernize the process of registering business entities. Customers were frustrated by a paper-based process that took 4-6 weeks to file or update corporation records. Hardcopy documents overwhelmed both staff and physical space.

Solution Plan

ImageSource helped the Secretary of State’s office establish an electronic business filing process based on the ILINX platform. ILINX Import replaced manual processes by extracting information from scanned documents, and new eForms gave customers the convenience of filing online. ILINX Release delivered data to the department’s ILINX content management solution, facilitating information access and tracking.

Investment Return

The ILINX solution reduced the time to register a company from weeks to hours. It saved time spent on data entry and increased overall productivity despite the roll-out of new services. Business Solutions rewarded the Secretary of State and ImageSource for this solution with the Channel Connection Award for outstanding installations demonstrating integration complexity and ROI.

ILINX IMPORT

Import files from multiple sources into your workflow; highly flexible configurations automate capturing metadata and improve image quality.

ILINX RELEASE

Take content from capture and deliver it with full tracking, auditing, and logging to your business systems and workflow applications.



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.