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A Customer Success Story from Scan-Optics

For a Major System Change or a Minor Glitch, Scan-Optics' Know-How Saves the Day

The Situation A state department of revenue first purchased Scan-Optics scanners in 2005, and has been a customer of Scan-Optics professional services ever since. Having served many revenue agencies over the years, Scan-Optics understands that no two tax departments are run the same way and that each needs thoroughly customized solutions. In 2008, this particular agency moved from a mainframe system to a server-based system for processing forms, and expanded the different types of tax forms processed to over 30 forms.

The Scan-Optics Solution Scan-Optics' systems designer and integrator assigned to this department had been working with multiple state revenue departments for over 20 years. When the new processing system was first being discussed, the department managers called in Scan-Optics at the earliest stages, as they regularly do, to ask for advice. When it was determined exactly what was needed, Scan-Optics built the custom applications required to accomplish the goals, in a few short months. The big change happened smoothly.

The Sequel A long-term relationship of trust serves this tax department well. Agency people know they can call Scan-Optics at virtually any time they have a change request or a problem. Scan-Optics maintains a test bed at its headquarters so that whenever the agency runs into a problem with their scanner operations, they can duplicate and remedy the problem immediately. Most recently, Scan-Optics reviewed 12,000 taxpayer remittance documents from the department to be able to devise a process for making clearer images of the information on them. Continuous improvement in quality and productivity are a constant priority.

