

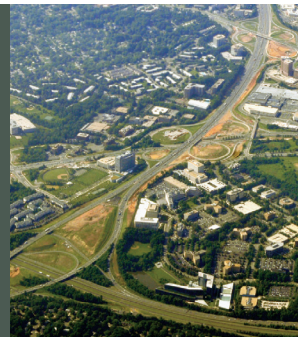
CASE STUDY

Fairfax County, VA

“PITNEY BOWES BUSINESS INSIGHT HELPED FAIRFAX COUNTY MORE EFFICIENTLY DESIGN, CREATE AND GENERATE DOCUMENTS.”

Charles Spencer, IT Program Manager at Fairfax County Government

FAIRFAX COUNTY WANTED TO ENHANCE CONSTITUENT COMMUNICATION WHILE STREAMLINING PROCESSES



Challenge

The Fairfax County Department of Information Technology sought to replace its complex legacy mainframe application with a scalable, easy-to-use document composition solution that could handle the high-volume production and processing of tax and correspondence forms across multiple divisions.

Solution

The Fairfax County Department of Information Technology chose DOC1® from Pitney Bowes Business Insight to improve its billing process and enhance communication practices. The document composition solution enables Fairfax County to reduce costs and more efficiently meet document generation requirements.

SUMMARY

Fairfax County, Virginia is a diverse and thriving urban community. With more than 1 million residents, it is the most populous jurisdiction in Virginia and the Washington, D.C. area. The Fairfax County Department of Information Technology provides information technology support for the Department of Tax Administration and is responsible for developing and creating assessment notices, bills, and other tax correspondence for personal property, real estate, and business taxes. The Fairfax County Department of Tax Administration wanted to implement a reliable and scalable process that enabled clear and concise communication with constituents.

Prior to deploying Pitney Bowes Business Insight DOC1, the County's previously implemented document solution was cumbersome and made it difficult to meet the business requirements of designing more than two million tax forms and correspondence pieces. Specifically, the County had difficulty processing Windows fonts, such as Times New Roman 12, correctly on the legacy mainframe. In addition, the solution was unable to customize notices or correspondence on the fly. Incorrect addresses within the legacy system also increased the amount of returned mail, resulting in additional costs for Fairfax County.

County users also found that the legacy system had a significant learning curve, impacting operational efficiency and creating more work for the IT department. With these ongoing challenges slowing down the process, the Department of Information Technology had hundreds of forms to redesign. Additionally, all correspondence required modifications to meet new County standards for correspondence. This required the reprocessing of each document. It took more than six months to update all of the documents with the new font and letter head.

Since implementing the DOC1 solution, Fairfax County improved the efficiency of its document creation process. The County can now create five times more documents than with the legacy system. “It has helped us save money by reducing the deployment and labor costs required to make document and template changes,” said Charles Spencer, IT Program manager at Fairfax County Government. “In addition, the past challenges of returned mail have been significantly reduced, helping the County further improve its public outreach,” he added.

“OUR NEW DOCUMENT COMPOSITION PROCESS HAS IMPROVED OVERALL PRODUCTIVITY AND DRASTICALLY SIMPLIFIED THE TROUBLESHOOTING PROCESS. ”

Charles Spencer, IT Program Manager at Fairfax County Government

RESULT

Flexible Document Generation Solution Reduces Development Time and Increases Efficiency

Prior to Fairfax County's implementation of DOC1, making document changes on its legacy system was a taxing process, involving one to two days to code. With DOC1, however, the County can make changes in a matter of minutes through the solution's document template.

“Our new document composition process has improved overall productivity and drastically simplified the troubleshooting process,” said Spencer. In addition, the flexibility of DOC1 allows users to incorporate quick changes and modifications during document application development, significantly reducing the time required to convert letters and files that go directly to the printer.

Additional benefits of the DOC1 implementation include reduced debugging and development time as well as accelerated

production run times. The County has many bill formats for each division. With a full Windows system and faster font support, Fairfax County can now meet all time-sensitive deadlines. Users are able to seamlessly incorporate modifications to documents, which significantly reduces the time spent converting and updating letters to new formats. In addition, the open architecture of DOC1 enables users to re-use objects in forms of paragraphs, sentences or tables, enabling faster development across multiple applications.

Pitney Bowes Business Insight provides Fairfax County with a powerful and flexible solution. “The DOC1 solution provides us with technology to meet current and future document generation requirements,” said Spencer. “The shorter learning curve enables us to ramp up more quickly and better utilize the additional IT and staff resources within Fairfax County.”

THE PITNEY BOWES BUSINESS INSIGHT ADVANTAGE

Document changes that used to take Fairfax County one to two days to code on the legacy system can now be completed in just 15 minutes using the Pitney Bowes Business Insight DOC1 template.

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