

Document automation in child-support services

SOLUTION BRIEF



SIMPLIFICATION THROUGH INNOVATION™



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The business challenge

Child-support organizations and caseworkers are challenged with managing increasing caseload volumes and meeting federal requirements and regulations. Enforcement management is tasked with increasing case closure rates and meeting child-support performance indicators. It's little wonder then that although considered the primary form of communication in the child-support process, documents usually receive only minimum attention. In fact, in most child-support agencies today, manual processes and "home-grown" software is the norm for document solutions. The continual pressure of limited resources, tight budgets, mandated regulatory compliance, legacy infrastructure investments, and the drive to reduce costs fosters this reliance on sub-standard document systems.

Unfortunately, with the child-support landscape in a constant state of flux, these "home-grown" solutions are proving ill-equipped to provide the flexibility and scalability needed to respond to the increasing complexity and volumes of critical business documents, such as:

- Support notices
- Warrants
- Administrative orders
- Contempt findings
- Medical support notices
- Statements
- Wage assignments
- General correspondence



"State child-support enforcement agency managers are largely aware of problems with providing notice, because deficiencies have previously been identified through monitoring and self-assessment projects. Managers attribute notice problems to a lack of automation for generating notices and to human error."

"Twenty-five percent of cases requiring notice of closure did not have notice provided. Notice to clients of the agency's intent to close the case is required to ensure that clients are aware of the agency's intended action in the case, and may prompt a client to supply additional information that could result in successful enforcement."

– Excerpts from Department of Health and Human Resources (DHHR) Reports

The solution

Cincom's Intelligent Document Solutions is a modular document automation platform that enables caseworkers to automate the creation, review, delivery, and archiving of critical document communications. Built on a web-based architecture and incorporating open systems technologies, Intelligent Document Solutions streamlines child-support processes from batch-oriented general notices to complex, interactive legal documents – giving the user full control at the desktop.

Intelligent Document Solutions enables you to skillfully manage the full spectrum of dynamic document-automation processes within the child-support services system with features and functions that provide the following:

- Rich data acquisition from any source and format, including mainframe
- Complex rules management
- Output preparation
- Versatile formatting, including PDF, Word, PCL, and AFP
- Multi-channel delivery via fax, e-mail, print, and XML

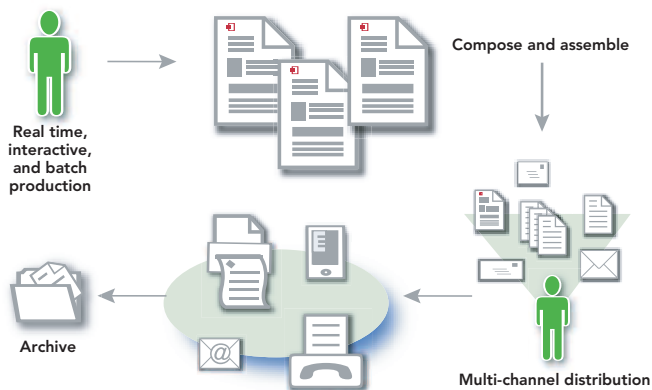
Benefits at a glance

- Sophisticated documents complete with data-driven paragraphs.
- Multi-platform, web architecture places document assembly, generation, and delivery in the hands of end-users.
- Multi-channel delivery including print, e-mail, fax, or web.
- Electronic archive of all outbound communications.

Our object-oriented architecture allows caseworkers and other end-users to dynamically assemble and generate documents (selecting from predefined paragraphs, images, signatures, or supply free-form text) according to case-specifics while interacting with constituents in real time. Since end-users can assign administrative rights to modify document-template content in real time, IT support requests will no longer be required for modifying template verbiage.

Intelligent Document Solutions is a single solution that provides the flexibility for users to generate highly personalized correspondence and the scalability to produce high-volume documents, including:

- Income assignments
- Legal form documents
- Tax offset notifications
- Case summaries
- License-suspension letters
- Payment agreements and coupons
- Emancipation letters
- Support enforcement orders
- Liens



Managing the document life cycle with Cincom's Intelligent Document Solutions

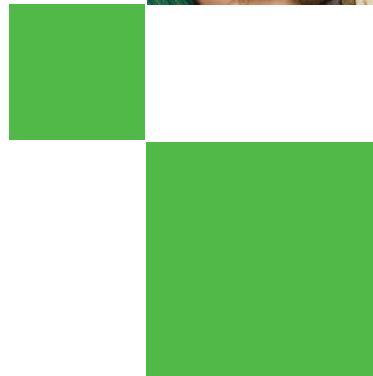
Value proposition

Child-support divisions such as Child-Support Enforcement, Friends of the Court, district/prosecuting attorney's offices, and the Department of Community Health will benefit from Intelligent Document Solutions. Whether you are printing thousands of notices on a daily basis or delivering electronic letters on demand, ensuring that compliant child-support documents contain the right information (in the right format) is critical to furthering the well-being of children and the self-sufficiency of families. Intelligent Document Solutions automates the generation and delivery of high-volume, child-support services documents with increased complexity and improved accuracy. Using it, agencies will realize:

- Federal incentives for caseload processing
- Automation of closing procedures
- More time to focus on collection activities
- Alignment with national child-support enforcement objectives
- An enterprise “portal” view into all business documents
- Personalized “branding” of customer communications by county of origin
- Reduced document-processing costs – as much as 60%
- Decreased document-production times – as much as 90%
- Professional documents with errors reduced to less than 1%



“... ensuring that all compliant child-support documents contain the right information is critical to furthering the well-being of children and the self-sufficiency of families.”



Intelligent Document Solutions

Automate document generation

Intelligent Document Solutions enables you to:

- Accelerate document communications by reducing or eliminating manual processes.
- Increase efficiency by enabling local users to access models housed in a central repository.
- Allow caseworkers to generate documents from anywhere across the organization via a web browser.
- Increase productivity by integrating with existing databases and applications.
- Transition from paper-intensive to electronic document delivery, including e-mail, fax, and web.

Benefits at a glance

- Reduce document communications costs.
- Assure quality and enhance compliance.
- Simplify IT infrastructure.
- Optimize existing investments.
- Eliminate hard-copy filing.

Reduce document communications costs

Intelligent Document Solutions saves on:

- Labor costs – Automation reduces the costs that are associated with manual processing.
- Papers costs – Preview documents directly within the design environment.
- Pre-printed document costs – Embed logos, graphics, etc. to eliminate the need for pre-printed stationery.

Assure quality and enhance compliance

Intelligent Document Solutions features:

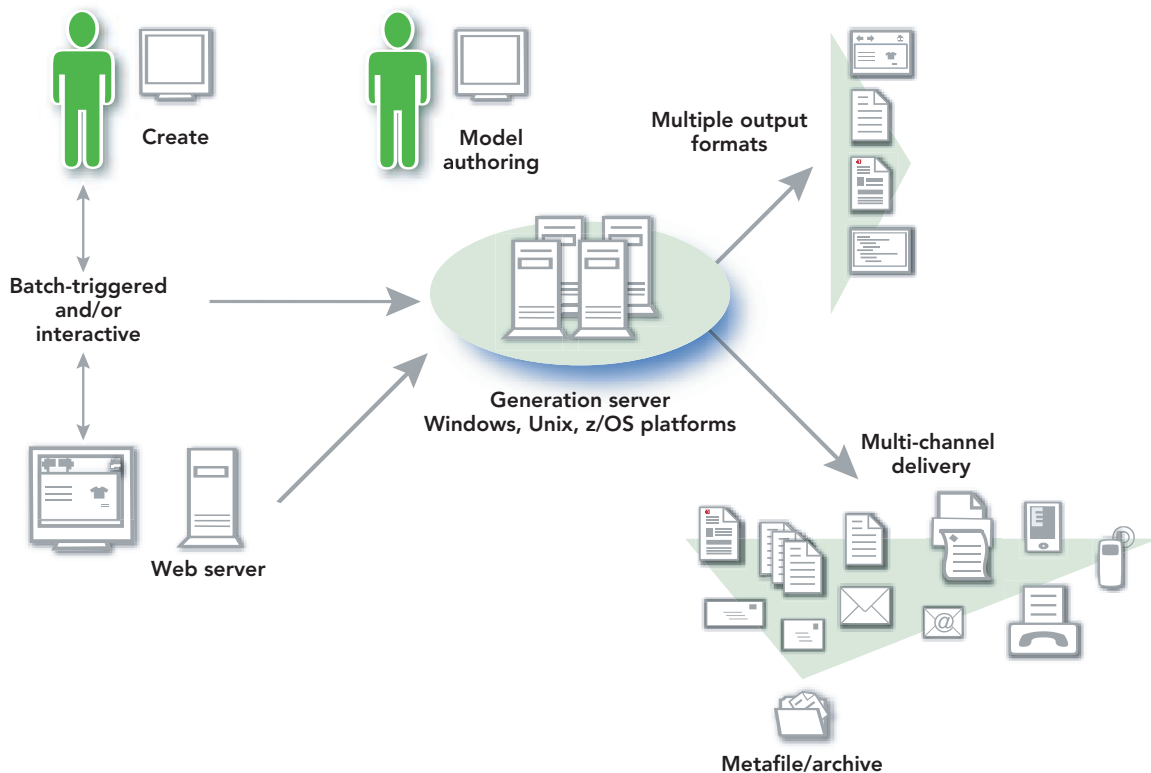
- A central repository that houses all models ensuring that any changes in law or terminology are made to case-related documentation in a timely fashion.
- Reusable components that enable authors to use common components (e.g., paragraphs, signatures, headers, and more) across multiple document models eliminating the re-keying of data.
- Rules-based logic that provides sophisticated functionality within document models, including data-driven logos, regulatory language, paragraph dependencies, and signature inclusions by jurisdiction.
- Version control that manages and monitors all edits/changes to document models to ensure compliance, accuracy, and consistency as document volumes grow.

Simplify IT infrastructure and optimize existing investments

Intelligent Document Solutions provides:

- A single, comprehensive solution for batch automation and interactive document generation.
- A browser-based interface and rich system management tools to simplify training, usage, and management.
- Multi-platform support, including Windows, Unix, and z/OS, to ensure that solutions are deployed on field-proven platforms that are indigenous to most child-support agencies.
- An open API interface, including ASP, .NET, and Java to facilitate rapid integration with existing databases and applications.

Core components



Design

The Intelligent Document Solutions design environment utilizes a familiar Windows/MS Word interface that enables document authors to easily create sophisticated document models with minimal IT involvement – complete with variable data-driven text, bar codes, graphics, tables, etc. By utilizing reusable components (e.g., paragraphs, signatures, and headers), document authors can ensure accuracy and consistency while eliminating the need to re-key data. Document authors can also preview documents from right within the design environment facilitating editing, compliance, and error corrections before consuming valuable production resources and incurring printing costs.

Deploy

The multi-platform architecture of Intelligent Document Solutions' multi-platform architecture provides the ability to accept data inputs from any source and in any format, including ODBC, XML, flat files, and a host of other formats. Intelligent Document Solutions was engineered to deploy across a variety of platforms (e.g., Windows, Unix, and z/OS), and output in a variety of formats (e.g., PDF, AFP, PCL, and XML). In addition, all document models are stored in a central repository that can be accessed via a web browser anywhere across the child-support system – allowing local child-support organizations to dynamically generate and assemble documents on demand allowing local child-support organizations to dynamically generate, assemble, and archive documents on demand.

Deliver

The Intelligent Document Solutions web-enabled architecture provides the ability to deliver personalized documents while interacting with customers in real time and in any form they prefer – print, fax, e-mail, or web – all from a single, comprehensive solution. And, the breadth of the Intelligent Document Solutions application suite addresses a wide range of complexity and volume requirements.

Integrate

Intelligent Document Solutions offers a rich set of APIs and exits for integrating document generation with databases and line-of-business applications. API options include C APIs as well as Java and .NET APIs. By using these APIs and exits, document generation can be initiated transparently from a LOB application or they can be used to initiate other applications.

Why Cincom?

For nearly 40 years, Cincom's software and services have helped thousands of clients and partners worldwide simplify the management of complex business processes. Cincom specializes in the five areas of business where simplification brings the greatest value to managers who want to grow revenue, control costs, minimize risk, and achieve a rapid ROI better than their competitors. These areas are Data Management Solutions; Document Automation; Marketing, Sales, and Customer Service Solutions; Application Development Solutions; Manufacturing Business Solutions; and Outsourcing/Hosting Solutions.

Cincom serves thousands of clients on six continents including Caterpillar, Inc., Children's Hospital Medical Center, Delta Faucet Co., Emerson Power Transmission, Hallmark Cards, Inc., Mack Trucks, Pellerin Milnor Corp., Rexnord, Siemens, and Xerox.

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