

## **Case Study – Large Government Institution**

### ***Contribution Leads to Leadership Award for Accounts Payable Process***

#### **Business Situation**

A large government institution was in need of an imaging and workflow solution that would consolidate paper documents sent from various locations, which included 35,000 post offices and 85 districts, to one location.

#### **Solution**

In working with this government agency to understand their current processes and needs, together, we outlined a workflow solution that encompassed all documents to be sent to a centralized location. The documents are scanned, imaged, and indexed, incorporating ICR (Intelligent Character Recognition) technology. With direct interface to the client's accounts payable system, three Accounting Service Centers receive images for further processing.

#### **Results**

Data Dimensions with the client's team worked through the project plan and implementation process, which took six months, enabling 25-30% of their invoices to be paid with no human intervention. The workflow system handles over 1.2 million documents per year. Although the client requires a 97% accuracy rate, Data Dimensions maintains a 99% and above accuracy rate. In addition, the client requires a 36 hour turnaround time, which is consistently met.

**Contribution to Leadership Award.** Due to Data Dimensions' contributable success with this project, our client received the Shared Services Leader of the Year Award for taking the lead in automating and streamlining processes.

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