



case study

{ Work Smarter } with SRC Solutions, Inc.

Pennsylvania Department of Public Welfare

The Pennsylvania Department of Public Welfare consists of more than 115 offices statewide. Each office processes, approves, monitors and updates various services such food stamps and public housing.

The Problem

The case load volume for each office was compounded by the paper- and hand-work intensive application, enrollment and monitoring process.

PA DPW was overwhelmed by the conventional system for screening and enrolling applicants in assistance programs such as food stamps and public housing. Their system was slow, costly and filled with the potential for error. In some cases, it was estimated that some DPW employees spent more time handling paperwork associated with applications than reviewing the applicant's eligibility.

As it was, each application involved filling out multiple forms and copying supporting documents such as W-2 forms and driver's licenses. Countless hours were lost on data entry, routing and filing paper documents. The possibility for error was high thanks to hand keying and the potential for mis-filing. And, with more than 115 offices statewide, the cost of supplies and storage ran in the thousands.

The Solution

SRC Solutions was engaged by the Pennsylvania Department of Public Welfare to re-engineer, and in some cases eliminate, the cumbersome processes associated with services applications and enrollments.

SRC provided the PA DPW with a solution that not only boosted productivity and reduced hard costs, but also improved data security and accuracy.

Today, the PA DPW is virtually a paperless environment thanks to SRC's solution of a DocuShare Content Management system paired with more than 200 DocuMate 632 scanners.

The project's success was increased thanks to the early adoption of DocuMate scanners by DPW employees. Knowing that the enrollment process itself is hard on equipment, SRC and DPW decision makers decided that it was important to allow end users to test and select the product with which they would most often interface. Fujitsu and DocuMate scanners were provided to two DPW office locations (York and Harrisburg) where end users could test and select the model they determined to be most reliable. DocuMate was almost universally selected because of its durability and hardness.

The Results

The DocuMate scanners are so popular that the DPW plans to purchase and install an additional 200 units in 2008.

SRC Solutions, Inc. is a XEROX® Platinum Partner and specialized DocuShare® solutions systems integrator. The company's services include document management solutions, workflow solutions, custom imaging solutions and business process re-engineering. SRC Solutions, Inc. helps public and private sector customers redefine work to their benefit. The company's mission is to identify cumbersome, repetitive or counter productive work processes and replace them with easy-to-use and intuitive products. SRC provides custom solutions, recommending only the hardware and software that will truly bring about change in a customer's work environment. The benefits of Working Smarter with SRC Solutions include time savings, financial savings, improved work flow and employee collaboration, data security/integrity and risk reduction.



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