Implementation of a Front Counter Document Imaging Solution

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AIC 2011
Business Challenge

NJ MVC required a complete system modernization.

Project Scope
- Driver Licensing
- Driver History
- Titles & Registrations
- Business Licensing
- Third Party Information Sharing
- Integrated Customer Management

Phase 1
- Efficiently Capture Supporting Documents at Front Counter
  - Business Requirements
  - Audit Requirements
  - Real ID requirements
Old Process – 8 Steps, 2 Locations, 2 Sets of Staff

1. Receive & Store Documents
2. Box & Transfer Documents to Central Office
3. Copy Paperwork & Attach Coversheet
4. Process Transaction
5. Review, Prep & Scan Documents
6. Create Microfilm
7. Ready for Retrieval
A desktop scanner is used to process transaction paperwork. Flatbed scanners will also be introduced for bulky documents.
Solution Approach

MVC and Mathtech developed an overall vision for MATRX

- Goals
- Governance
- Architecture
- Project Approach

MATRX is designed to be

- Modular – Technically and by Business Function
- Flexible – Allows for New Business Rules
- COTS & Custom Software
- Implemented in Modules
Solution Description

Entire system was deployed to 40 agency locations statewide over a 3 month period.

- **Agency**
  - Scanning Software
  - 4 to 10 Desktop Scanners
  - Local Server

- **Central FileNet System**
  - Leveraged State FileNet System
Responsibilities

- MVC – “Project Owners”
  - Ultimate Project Authority
  - Subject Matter Experts
  - Monitoring of Field Operations
  - Support of Staff

- Mathtech – Architects & “Building Inspector”
  - Project Architects
  - Project Management
  - Technical Oversight
  - Subject Matter and Industry Knowledge

- HP – “General Contractor”
  - Implementation Vendor
Partnership Benefits

The division of responsibilities kept everyone focused...

“Project Owners”

New Jersey Motor Vehicle Commission

MATHTECH

Architects & “Building Inspector”

“General Contractor”

“HP”
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