

# Implementation of a Front Counter Document Imaging Solution

August 22, 2011  
AIC 2011

# Business Challenge

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**NJ MVC required a complete system modernization.**

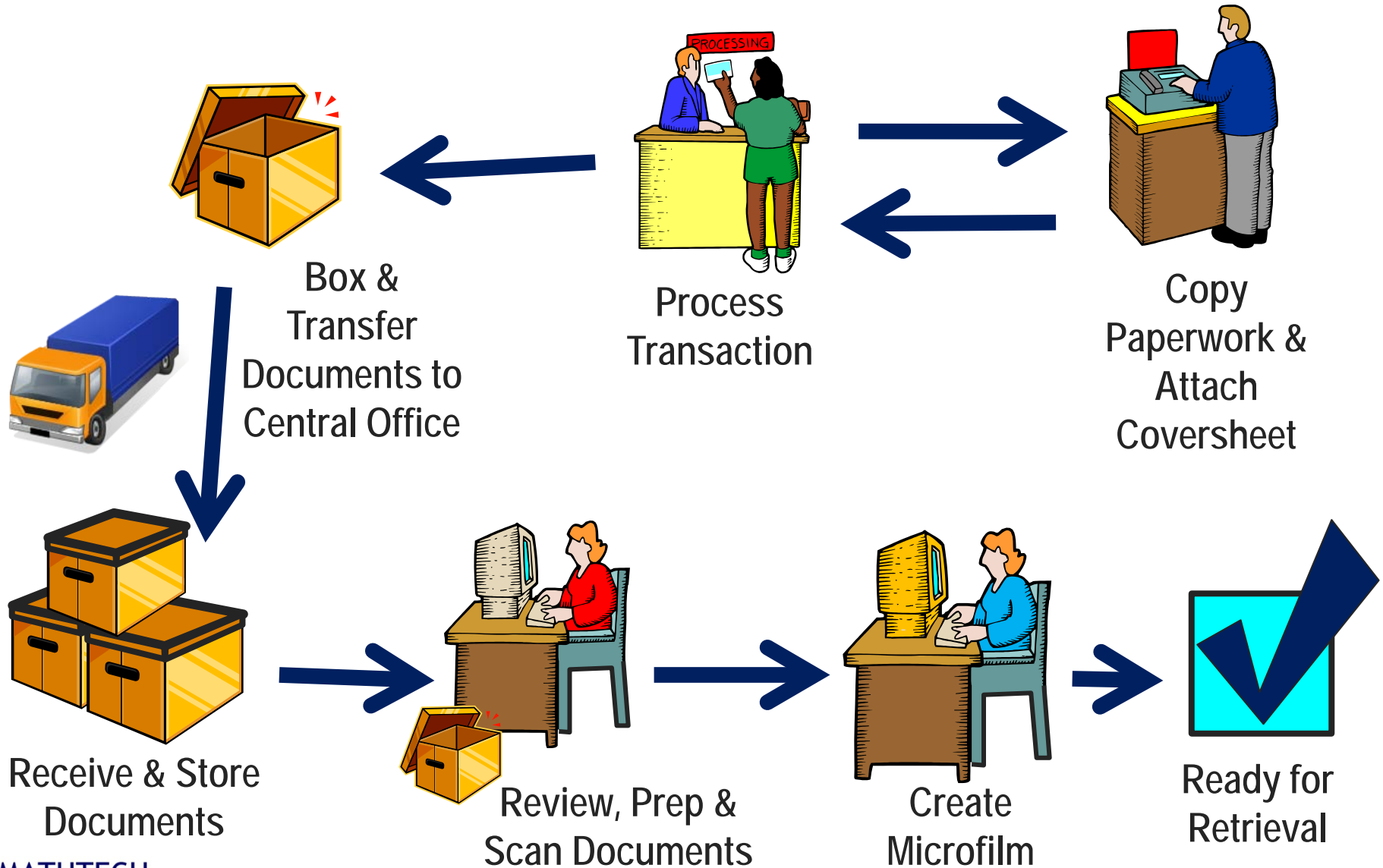
## Project Scope

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

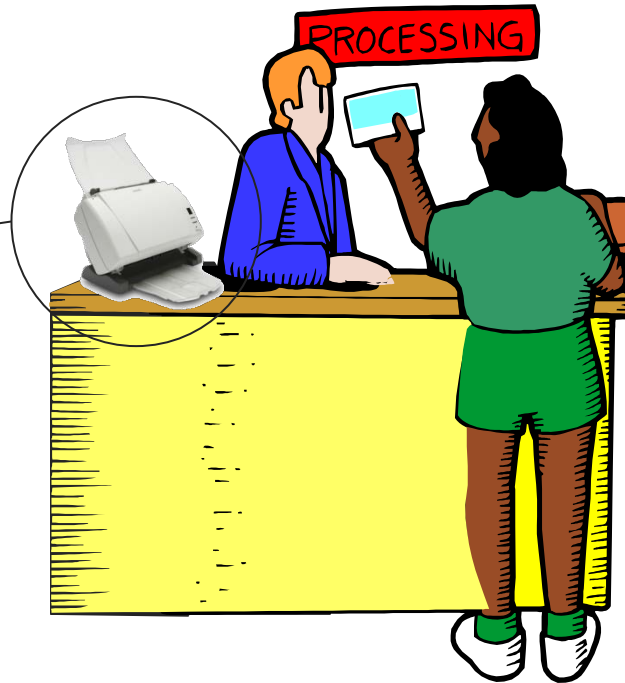
## Phase 1

- Efficiently Capture Supporting Documents at Front Counter
  - Business Requirements
  - Audit Requirements
  - Real ID requirements

# Old Process – 8 Steps, 2 Locations, 2 Sets of Staff



# New Process – 2 Steps, 1 Location, 1 Staff



Process  
Transaction



Review, Prep &  
Scan Documents



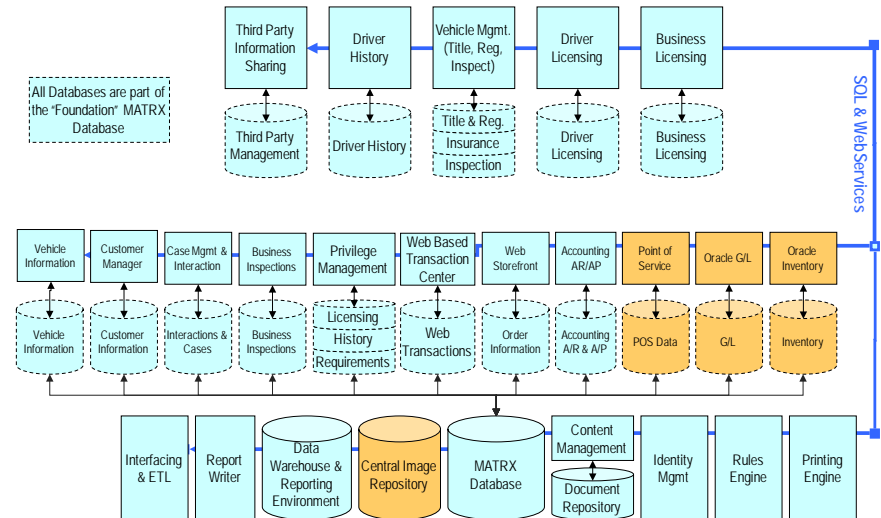
Ready for  
Retrieval

**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

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**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

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- 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

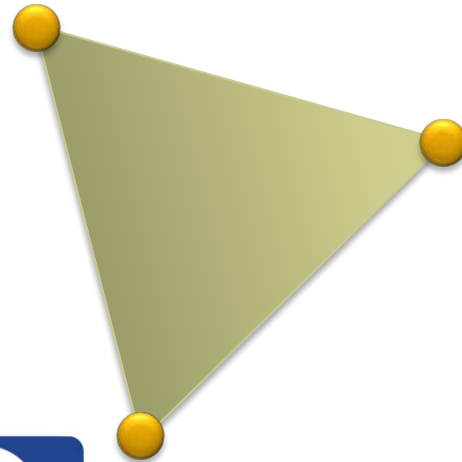
# Partnership Benefits

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The division of responsibilities kept everyone focused...



*“Project Owners”*



*Architects &  
“Building Inspector”*



*“General Contractor”*



# Contact Information

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