



CASE STUDY

Transforming the Department of Human Services with AI-Driven Document Management



OVERVIEW

Modernizing Human Services with AI-Driven Document Management

A State's Department of Human Services (DHS) is dedicated to improving quality of life for individuals and families through opportunities for independence and accountability in taxpayer resource management.

DHS partnered with us to implement **ImageTrust**, a solution for distributed and centralized capture, that enabled DHS to securely transform its capture infrastructure and extend web-based capture wherever necessary.

CHALLENGES

Overcoming Data Silos and Inefficiencies in DHS Operations

DHS faced inefficiencies caused by disparate document capture systems across counties and programs, leading to:

- **Data Silos**
Information stored in isolated systems made it difficult to share citizen data effectively
- **Inconsistent Workflows**
Each program had unique rules and methods, slowing responsiveness to citizens' needs
- **Critical Risks**
Delayed services put citizens—including children—at risk of missing essential resources like food and child support

CONSEQUENCE OF NOT BEING RESPONSIVE?

PEOPLE DON'T EAT.

A cohesive solution was needed to unify document capture and ensure seamless data access across DHS programs statewide.

CONTACT US

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IMAGE ACCESS CORP

DHS AI-Driven Document Management

SOLUTION

We deployed a state-of-the-art capture system leveraging **ImageTrust**: A web-based capture solution that simplifies data collection and access statewide.

- Browser-based; no desktop installation required
- Centralized deployment and management
- Easy-to-use interface reducing user training needs
- High-security architecture with robust performance
- Advanced data extraction for streamlined IDP
- Recognizes and indexes critical information
- Automated workflows to minimize manual intervention



The extremely easy to understand interface of ImageTrust allowing users to capture and manage all types of documents, coupled with its ability to tightly integrate will all Line Of Business' systems, made ImageTrust a natural choice when selecting a capture solution that could be leveraged across all DHS programs.

IT Director, DHS

IMPACT

Increased Responsiveness

Unified capture workflows enable faster application processing and **improved citizen service**

Error Reduction

User-Friendly tools **minimize errors and improve data accuracy** throughout processes

Rapid Deployment

New capture jobs and document types are implemented **50% faster** than with legacy solutions

Cost Savings

- Reduced need for desktop support
- Leveraged existing advanced capture services to eliminate additional investments
- Concurrent licensing model minimizes costs with no page or volume-based fees

With **ImageTrust**, DHS established a modernized, scalable platform that continues to evolve with the state's needs.



Increased Productivity

Elimination of data silos across seven programs



Content Management

Enhanced service delivery for millions of citizens



Rapid Deployment

50% faster deployment of new capture workflows

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