



## SUMMARY

### Organization

The Department of Highway Safety and Motor Vehicles (DHSMV) serves as the central point of collection and management for all motor vehicle title applications generated throughout the state.

### Challenge

DHSMV needed to replace its existing title microfilming operation. The current system was costly, slow and did not provide the level of service expected by the state's citizens. Simple requests for title applications could take up to three weeks.

### Solution

CyLex Systems, Inc. teamed with its business partner, Pride Enterprises, to propose a totally outsourced solution. Pride Enterprises performs all document conversion and indexing, while CyLex Systems, Inc. provides a complete on-line document information management system. This solution reduces title retrieval time to 15 seconds once the documents have been processed.

### Benefits

The CyLex Systems, Inc. outsourcing solution:

- Reduces the cost of document management
- Reduces document retrieval time from days and weeks to minutes or seconds
- Requires no up-front investment in technology or hardware
- Requires no on-going cost of maintaining and updating technology
- Is quickly implemented
- Is complementary to the existing computing infrastructure

## State of Florida Department of Highway Safety and Motor Vehicles

### Reducing DHSMV Wait Time From Weeks to Seconds

#### Overview

Located in Tallahassee, Florida, the State of Florida Department of Highway Safety and Motor Vehicles is one of the four largest motor vehicle agencies in the country. DHSMV receives approximately 18,000 title applications per day consisting of 4.5 pages each for a total of 81,000 documents. This represents a yearly total of approximately 20 Million documents. In such a vast, diverse and demanding environment, the ability to provide consistently high quality administrative services while containing costs presents an ongoing challenge.

The Micrographics Section of the Division of Administrative Services of DHSMV was performing these tasks with a staff of 48 full-time employees. Staying up to date with such a consistently high volume was technically impossible; backlogs often approximated 17 days. For example, document retrieval was stretched beyond an acceptable time frame, taking anywhere from days to weeks to retrieve a title.

#### The CyLex Express® Solution

DHSMV issued a Request for Proposal (RFP) for document image management services to replace the department's existing microfilming process. DHSMV challenged contractors to provide a turnkey solution that would effectively manage the millions of documents generated every year. Contractors were also evaluated based on the quality of their technical proposals, implementation and administrative costs. To meet the needs of DHSMV's RFP, CyLex Systems, Inc. and

Pride Enterprises proposed a document image management system with four functional pieces consisting of document preparation, image capture, image administration and image review and retrieval.

The CyLex Express service provides a centralized and secure document vault for storing and managing electronic images of paper files. The CyLex Express Capture Software provides all the functions needed to scan, index and upload the documents. CyLex Express View Software allows remote viewing of documents as well as printing.

The DHSMV project consists of high volume document scanning and indexing. Pride Enterprises performs daily document pick-ups from DHSMV headquarters in Tallahassee, Florida, and transports them to one of Pride's two secure document conversion facilities to prepare for scanning and indexing. To ensure the highest level of quality, all indexes are double-keyed and images are examined for quality control.

Pride then uses a network of high-speed scanners and document-imaging workstations to provide image capture of both fronts and backs of documents. Pride Enterprises' equipment includes: two (2) Kodak 9500D machines, capable of scanning 180 pages per minute; one (1) Kodak 3500 capable of scanning 75 pages per minute and 12 indexing quality control PC workstations. In addition, Pride Enterprises maintains file servers and communication gear with a T1 dedicated high-speed telephone line for the fastest possible data transmission to the CyLex Express Document Vault. The T1 line is capable of handling 1.54 megabits of data per second.

All document content is managed by the CyLex Document Vault, a state-of-the-art server facility, maintained by EMC Corporation, the world's leading supplier of intelligent enterprise storage and retrieval technology, located in Hopkinton, Mass. On-line documents are managed on RAID media and near-line in tape libraries. Document access is enabled only to authorized DHSMV employees.

DHSMV uses the CyLex Express Software for on-line electronic retrieval of documents. Scanned images are stored and managed by the CyLex Express Document Vault. DHSMV accesses the CyLex Express Document Vault through direct dial up or an Internet connection.

An important feature to DHSMV is the built-in layers of security that CyLex

Express Software integrates into the system to protect documents and to ensure that only users with the proper authorization privileges have access to the CyLex Express Document Vault. Security features include a firewall preventing illegal entry; a multi-tier log-in ID/password procedure that is designed to ensure that each user can access only documents they are authorized to use; and positive client authentication. Optionally, CyLex Express allows all scanned documents to be encrypted at the client site and then stored.

Currently, DHSMV maintains 25 computer workstations that are authorized, enabled users of CyLex Express with direct access to the Document Vault. The vault also provides real-time document retrieval of on-line stored images within the 15-second-per-image retrieval time

required, anytime, 7 days a week. CyLex Systems, Inc. has trained DHSMV employees on using CyLex Express software, which has been designed to be completely intuitive and user-friendly. A telephone hotline also is available to CyLex Systems' Help Desk for ongoing support in a timely manner.

Phase II of the DHSMV project, will provide direct on-line access to the vault from the more than 200 local tax collector offices statewide. On-line access will enable them to view the 4.5 million title applications filed each year in Florida, as well as the 18 million additional images of documents. This will translate into a reduction of administrative time from the present 2-3 weeks using a microfilm system to 15 seconds with CyLex Express.

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**CyLex** (si'leks) *adj.*, abbreviation for *cyberlexis*. 1. cyber (extracted from cybernetics: COMPUTER) and lexis (from the Greek for knowledge).  
2. *n.*, Name of a leading organization in outsourced knowledge management services.

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