



The Power of Information Integration

## BANK ONE AND THE FEDERAL GOVERNMENT

### *Optitek implements remittance processing and imaging technology*

Optitek Inc. has secured an agreement with Bank One of Chicago to automate the processing of millions of financial documents for the United States Government. Optitek will manage all aspects of the processing project for Bank One, which operates processing centers for State and Local Government agencies throughout the United States. This is a multi-year project.

Optitek assisted Bank One in designing a service-processing center from the ground up by turning an empty building into a unique document processing facility.

We built a system that brings lockbox documents in, extracts information from the paper and monetary vehicles, stores the images electronically, processes the extracted data and delivers information to multiple locations of banks, government centers, federal agents, computer systems and case resolution units. This process was previously handled manually.

"The project was extremely challenging in that we needed to build a workflow application within the confines of an extremely strict set of business requirements and rules. The challenge was compounded in that the documents come from many different sources, include a variety of forms and have more than one form of payment for the application fee," said Ricki McGuire, President of Optitek, Inc.

"The workflow design had to define relationships between corresponding forms and transactions before the documents could begin to move through the process. One of the most stringent business requirements was to handle the paper only once throughout the entire process. This was accomplished through scanning, data extraction,

workflow, and a twice a day FTP (File Transfer Protocol) upload of the end product."

Service processors will know when the form entered the facility, the document type, information about the supporting or accompanying documents as well as who was responsible for the "work up" to date. Processors will also be able to pinpoint the exact location of all the documents regardless of whether they are still in tact or have been subdivided to other areas.

Over a twenty-eight (28) month period of time, Optitek will open some 3.4 million envelopes, design over 50 types of forms to aid in both the handwritten and print forms processing, provide data capture and processing for checks, develop and maintain an instant recovery back-up system, and train all facility personnel.

"We designed a system that significantly reduced the required personnel for operation, dramatically streamlined the process, and was projected to save the Federal Government some \$93,000 per month in postage."

In addition to Electronic Document Management Systems and Document Imaging, Optitek provides Systems Integration, E-Business Communication, Electronic Publishing, Consulting and Professional Services, as well as a Document Management ASP Service for Images over the Web.

Optitek maintains offices in St. Louis and Chicago. Please contact St. Louis at 314-644-2880, Chicago at 866-422-0101, or online at [info@optitekinc.com](mailto:info@optitekinc.com).