Oklahoma Employment Security Commission Makes Claims Process Paperless with Xerox® DocuShare®

"The Xerox DocuShare team enabled us to come into the 21st century. It helps us to meet performance indicators—which drives our funding—and better serve our customers. It's changed the way we do business."

Jerry Pectol, Division Director of Unemployment Insurance, Oklahoma Employment Security Commission

ABOUT THE OKLAHOMA EMPLOYMENT SECURITY COMMISSION

The Oklahoma Employment Security Commission (OESC) strives to provide employment security and promote the economic well-being of Oklahoma. They have an office in the capital complex, two large call centers, 29 local offices and 450 workers and are completely dedicated to supporting both employers and residents.

CASE STUDY SNAPSHOT

The Challenge

- Processes hundreds of unemployment insurance claims daily

- Documents were stored in multiple locations with no tracking process

- Misplaced and incorrectly filed records made claims processing a logistical nightmare

- Storage space was at a premium

- Travel between offices required ability to remotely access files

The Solution

- Xerox® DocuShare® platform

- Xerox multifunction printers

- ABBYY imaging solution

The Results

- Millions of files digitized and stored within OESC's DocuShare® servers

- Complete elimination of paper files

- Faster, more efficient claims processing

- Automated claim issue workflow, enabling adjudicators to receive and process claims more quickly

- Replaced 50 four-drawer file cabinets with just one

- Overall 25 to 35% improvement in productivity

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THE CHALLENGE

Prior to installing Xerox® DocuShare®, the Unemployment Insurance division of the OESC handled massive amounts of documents, stored in huge file cabinets at various locations. They were quickly running out of storage room. Moreover, claims processing was a logistical nightmare in which critical records could not always be located. "All claims were taken in Oklahoma City, where we boxed and shipped them to Tulsa for processing," explains Jerry Pectol, Division Director of Unemployment Insurance. "There was no tracking process and nobody knew where to find a file. If someone in the state office, a claimant, or even a U.S. senator called to ask a question, it could take days to find a single file—if we found it at all."

THE SOLUTION

Pectol wasn't new to DocuShare when he took over the division; he had been using it as a hosted document repository in his previous OESC role because he traveled a lot between offices and needed access to files wherever he happened to be. "We had a real need to automate our claims handling, and it was important to me that we leverage our existing investments," said Pectol. "So we turned to Xerox, who helped us create an end-to-end solution using DocuShare."

This was no small undertaking. The OESC received between 2,900 and 3,000 digital files from the mainframe every night, each containing 4 to 5 documents or more. The organization scans an additional 900 paper documents a day, adding another 2,500 pages to the process. They needed a solution capable of handling high volumes of documents and content that was also easy to learn and use.

The DocuShare-crafted solution, originally created in 2004, included a Fujitsu scanner at each call center, third-party imaging middleware on a designated workstation for indexing files, and Xerox® Multifunction Devices at the local offices. The OESC added a StreemFax server to enable faxing of claims directly into DocuShare. The result was just what the OESC needed to streamline its Unemployment Insurance processes.

With the DocuShare solution, citizens can file their initial claims via the Internet, fax, and a touchtone IVR process that includes phone agents to gather supplemental information such as an address. This information is stored in the OESC's mainframe/SQL server and then

ported in batches to the DocuShare server, where they're put into the appropriate folders. The mainframe also automatically sends a notice to the employer when a claim is filed. When the employer responds, the documents are scanned and added to the corresponding DocuShare folder. Once the OESC is sure the paper is in the system, they destroy it— eliminating the need for paper filing systems.

For claim files that have issues, Xerox developed an automated workflow process that integrated DocuShare with OESC's existing adjudication scheduler. Files are flagged in the mainframe according to the issue of law that's under review. Adjudicators are then automatically notified via email when new documents pertaining to their assigned files are uploaded into DocuShare, streamlining the issue-handling process.

The ability to customize DocuShare was a key factor in their choice to continue to use it in the OESC solution. "DocuShare's program interfaces (API's) are very thorough and complete, allowing us to programmatically manipulate all the information in the system. What's more, the optional Archive Server module enabled us to move closed files off the main DocuShare server, which protects the files and saves computing time whenever OESC employees search for files." In total, OESC's DocuShare servers hold millions of files, protecting the information of hundreds of thousands of claimants with an unlimited capacity to support future needs.

THE RESULTS

The OESC's unemployment claims process has undergone a complete transformation since implementing DocuShare. Paper files are gone. At one point, the organization maintained 50, four-drawer lateral files; now they keep just one for supplies. And the four full-time staff that previously did nothing but build paper files could now focus on more constructive activities.

They aren't the only OESC employees operating at greater efficiency either. "With the paper system, adjudicators weren't assigned a file until the eighth day after a claim was filed. Now they receive it on the third or fourth day," according to Pectol. "The new system increases the adjudicators'

The OESC also implemented a disaster recovery configuration with DocuShare. To limit its risk, using a redundant system to protect processes during system interruptions.

Pectol expressed faith in the support and services provided by Xerox. "Xerox enabled us to come into the 21st century with a solution that allows us meet performance mandates and better serve our customers. It's changed the way we do business!"

> OESC now stores and archives millions of claim files that are easily retrievable on-line, and has eliminated paper filing.

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