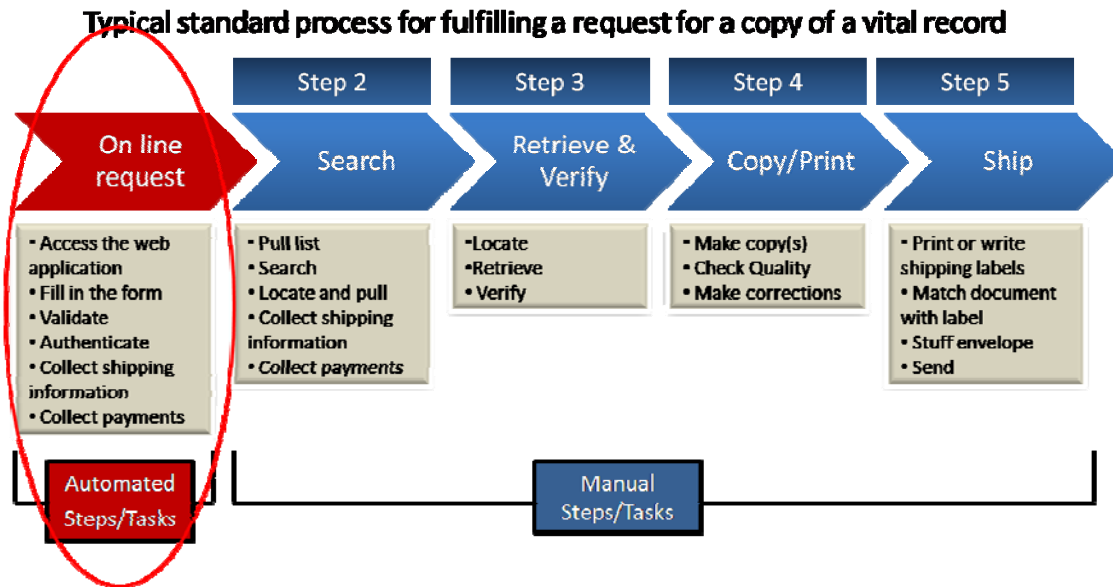


Reduce Time, Cost of Vital Records by 70%



You know the costs and issues involved to service the demand for fulfilling vital record copies requests. Most states have adopted a web front end that allows citizens to apply for copies on line. While web enabling the front end is an excellent first step, the approach does not leverage the data provided by the requester to drive the automation of the backend fulfillment work. The inability to link the data captured at the “front end” with the “backend” fulfillment process is the missing component for gaining the automation required to improve services levels and drive labor out of the process.

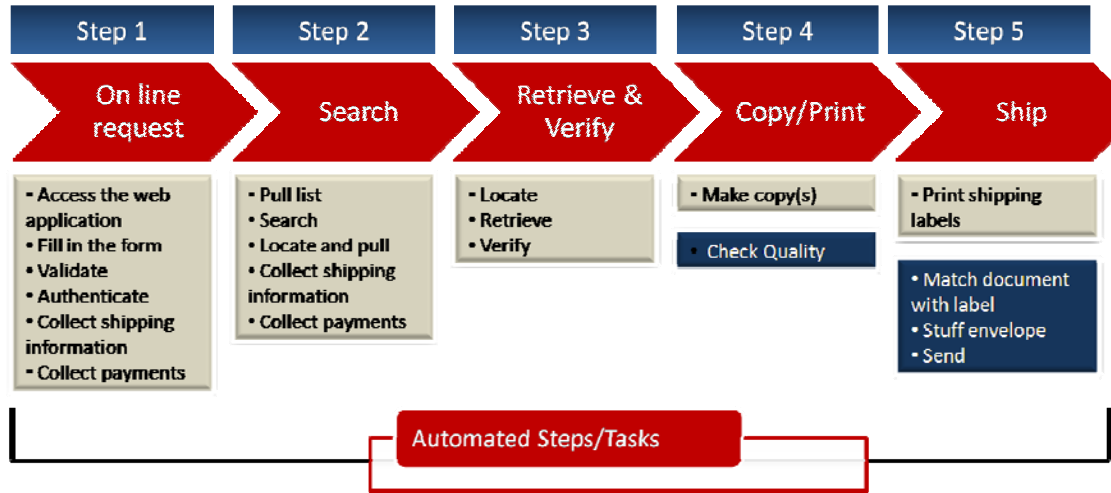
The diagram below illustrates the primary functions and associated tasks. Red denotes automated functions with blue denoting manual functions:



The Solution to Automating Vital Records Copy Requests

Image API offers a new approach that leverages the data collected in the application process and uses it to automatically tag the requested copy(s) residing in our iCenter Enterprise Content Management (ECM) system, print the copies and the shipping label, all with no staff participation time or cost. The only tasks that require staff involvement is an optional QA step and the need to physically place the copies in the envelopes. The illustration below highlights the automation provided from Image API's Vital Record Now system.

Image API's Automated Vital Record Fulfillment (AF) Model



The other key component of our VITAL RECORDS NOW program is that is flexible to meet the various processes in place. You have an ECM solution in place and want to continue to use it, no problem. You have many records in hard copy or microfilm, we also address that issue. You do not have the funds in this budget environment to make an expensive capital purchase, we offer VITAL RECORDS NOW in a hosted or SaaS model (behind your fire wall or ours).

Conclusion:

VITAL RECORDS NOW is the flexible approach to streamline the copy request process for your department.

If you would like to learn more, please contact Image API. We welcome the opportunity to discuss how our solution can complement your vital record program.

Contact Image API

Image API offers similar opportunities to help you stay focused on what's most important to your organization. For more information **ABOUT US**, go to www.ImageAPI.com or call 1-877-560-4274.