Imagine Service

The Imagine service provides business analysis, design, configuration, hosting and support for a document imaging system that enables customers to reduce their paper-based workflows and to replace them with cost-saving custom electronic workflows. The service uses the ImageNow product.

Challenge

The Residential & Student Service Programs (RSSP) Cashiers handle deposit packages (documents used to verify money was received, cashed, and deposited) that are generated by up to 30 operations (locations) on a daily basis. To more effectively manage the process, in 2011, RSSP Cashiers determined they needed to adopt an electronic document imaging and retrieval system. They looked to Imagine because their colleagues in RSSP Accounts Payable had successfully implemented the service in December 2009.

Solution

Using a lightweight iterative prototyping approach, the Imagine business analyst worked closely with RSSP to automate deposit packages using electronic imaging and retrieval. During analysis, it was determined that a simple process would handle RSSP Cashiers’ needs — a single document type and only two queues would be enough. This solution did not require data exchange with another system.

Project Scale: Small

- Little configuration
- One-person Imagine team
- Short time frame
- Few effort hours