



CAPTARIS CUSTOMER CASE STUDY



CUSTOMER PROFILE

- INDUSTRY** Transportation
- EMPLOYEES** Approx. 1,800
- LOCATIONS** Central administration in Downers Grove, Ill.; nine maintenance sites located along 274 miles of interstate tollways
- WEB SITE** www.illinoistollway.com

SOLUTION SNAPSHOT

CHALLENGE More than 250 paper-based forms were managed through complex approval processes; forms were sometimes lost or requests were delayed

SOLUTION Captaris Workflow

INTEGRATION Microsoft SharePoint, SQL Server, InfoPath, Outlook and Active Directory

RESULTS Contributed to overall savings of hundreds of thousands of dollars per year based on reduction of paper processing; reduced approval time from 10 days to as little as one day; saved a full day of labor per request; supported new business procedures and leveraged existing solutions

Illinois Tollway Speeds Up Business Processes with Captaris® Workflow

Saves Hundreds of Thousands of Dollars Annually and Provides Catalyst for New Business Efficiencies

The Illinois Tollway maintains and operates 274 miles of interstate tollways in 12 counties in Northern Illinois. Through a 10-year, \$5.3 billion Congestion-Relief Program, the Tollway will reduce travel times by rebuilding or restoring 90 percent of the road system, adding lanes to many miles of existing roads, converting 20 mainline toll plazas to Open Road Tolling and extending I-355 south to I-80.

The Challenge

As an organization focused on transportation, the Illinois Tollway recognizes the importance of connections. With more than 1,800 employees across several locations and 97 percent of its revenue coming from tolls, the Tollway designs innovative systems to maintain efficient communication and streamline business processes.

Previously, the Illinois Tollway used many hard-copy forms to implement organizational changes or respond to requests; Change of Status (COS) and Employee Checklist forms were among the most common documents. A COS form is used to notify necessary contacts about promotions, raises, transfers or retirement. The Employee Checklist form may be submitted by any employee to request equipment and workstation resources. Most often, an Employee Checklist is created for each new hire to set up phone, computer and office space.

As most organizations can attest, handling large volumes of paper forms can be tedious and hard to track. On a monthly basis, the Tollway processes close to 250 forms through several levels of approvals. Routed in yellow inter-office envelopes, the forms consisted of multiple pages with notes listed throughout. "Every blank space was a free-for-all," Tollway CIO Ted Young said. "I could spend several minutes just figuring them out." As a checkpoint for numerous forms, Young estimated spending close to two hours each week handling signatures and forms. The same held true for other executives. "Also, papers could get shuffled under other documents," said Eva Panek, IT special projects coordinator. "They could be lost or piled in a backup and delayed by days." Gaining approval for one form could take up to 10 days which could delay changes to paychecks or availability of items for new employees.

Executives and employees did not have a convenient method to check the status of a request. "The users themselves never had any hint as to where forms were," Young said. "To find the status you had to call around and track it down." As a result, managers could not identify bottlenecks or track efficiency. Also, in the case of employee checklists, several copies of approved requests were required, a "waste of paper and time," according to Panek. The Tollway investigated workflow solutions. "We wanted the

ability to easily customize it," said Wendy Cliffe, the Tollway's Web Development coordinator. "Every process is dynamic and based on individual needs. There could even be 10 to 15 processes wrapped into one request." The IT team members wanted a solution that would integrate with the Tollway's existing infrastructure based on the Microsoft Windows operating system and powered by Active Directory and SQL Server database. They also planned to use Microsoft SharePoint and InfoPath.

The Solution

In the summer of 2005, the Illinois Tollway worked with Risetime, a Captaris national consulting partner, to implement Captaris Workflow. Employee Change of Status and Checklist forms are now handled digitally. Drawing upon expertise from Risetime, the Tollway tracked its document paths and designed automated, rules-based workflows around them. Employees now locate and fill out the request forms in Microsoft SharePoint. Captaris Workflow then powers the tracking and approvals process, integrating with several applications to automatically route documents, send email reminders and more. Rather than deciphering pages of handwritten notes, executives now receive emails that link directly to the specific request form. Once approved, forms are automatically delivered to the next manager or routed simultaneously to all necessary production departments.

"The Illinois Tollway is ahead of the curve," said Steven Bunes, president and CEO with Risetime. "They have a handle on automation, how long it should take and how it will improve the process over time." In comparison to competing products, Captaris Workflow proved reasonable in cost and more user-friendly. When asked about other workflow vendors, Cliffe noted: "Their integration costs alone were astronomical!"

The Results

Like the roads they service with the motto "Open Roads for a Faster Future," Illinois Tollway's business processes are now faster, more convenient and cost-saving. "From a form's originator to the production department, Captaris Workflow connects everyone," Panek said. "With Captaris Workflow, people are communicating better and working together more." According to a recent analysis assigning values to reductions in effort and paper routing, the Illinois Tollway estimates savings

of hundreds of thousands of dollars per year. "Though we're a government organization, the Tollway is run like a business," Young said. "By not spending as much money on forms, we have more money to service our customers."

Approvals that used to take up to ten days are now completed in an average of eight hours with business process automation. "The

"Captaris Workflow connects everyone; people are communicating better and working together more."

leg work for all involved is no longer there and that accounts for a savings of at least one day of work per request," Panek said. In one case, a consultant who needed access to a company folder submitted a checklist form that was routed by Captaris Workflow directly to the department chief. "Within the hour, the consultant had access to the folder and Captaris Workflow had documented the approvals," she noted. "Personally, it saves me a lot of time," Young added. He now manages signatures and approvals within minutes, between meetings, rather than hours often spent after the regular business day. "Instead of sitting and approving smaller issues, I spend more time on visionary tasks, the big picture." Executives at the Illinois Tollway also like the open flow chart within Captaris Workflow. Originators, managers and other personnel can easily check status, including who has approved a request and when it was approved. Managers use the information to eliminate bottlenecks and motivate employees.

Features and functionality within Captaris Workflow provided the catalyst for additional business efficiencies. The Tollway also automated a form related to audio-visual tasks, including personnel requests to tape press conferences, provide photography, set up meetings and more. "This was previously an undocumented process," Cliffe said. "Requests were made via email or phone with no tracking mechanism." With Captaris Workflow, the organization can easily keep track of tasks, materials and time spent on any given request. "We built the process around how Captaris Workflow works and developed a whole new procedure from scratch." Captaris Workflow

also provides records for corporate use. Archiving the old paper forms was a time-consuming process; now it is automatic and electronic with Captaris Workflow.

Effective integration between Captaris Workflow and Microsoft SharePoint, InfoPath and other Tollway applications enables the organization to leverage its existing investments. "Since Captaris Workflow works well with Microsoft Office we did not require additional software," Panek said. "Also, with the Active Directory integration we can maintain organizational structure."

For More Information

Captaris, Inc. is a leading provider of software products that automate business processes, manage documents electronically and provide efficient information delivery. Our product suite of Captaris RightFax®, Captaris Workflow and Captaris Alchemy® Document Management is distributed through a global network of leading technology partners. We have customers in financial services, healthcare, government and many other industries, and our products are installed in all of the Fortune 100 and many Global 2000 companies. Headquartered in Bellevue, Washington, Captaris was founded in 1982 and is publicly traded on the Nasdaq National Market under the symbol CAPA. For more information, please visit www.Captaris.com.

Risetime is a Captaris national consulting partner with significant experience implementing Captaris Workflow, Alchemy and other solutions. Risetime was the first services partner for Captaris Workflow and has automated more than one hundred processes. As one of only two consulting firms in the world on the Captaris Workflow Advisory Board, Risetime helps organizations get the most from their investment in Captaris products. It helps organizations identify and execute strategies to streamline business processes. For more information, contact the Risetime Captaris solutions team at Captaris@risetime.com or call 312-362-9930, ext. 211.

©2006 All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language in any form by any means without the written permission of Captaris. The following are registered trademarks and trademarks of Captaris: Captaris, Alchemy, RightFax, Captaris Document Management, Captaris Interchange and Captaris Workflow. All other brand names and trademarks are the property of their respective owners.

