Nuance AutoStore: The right choice led to significant time savings and unlimited scalability for ivl.

Company Profile

ivl (Informationsverarbeitung Leverkusen GmbH) is a medium-sized IT company. Active on the market since 1993, ivl is the leading IT service provider for the joint owners: City of Leverkusen and Leverkusen Energieversorgung GmbH & Co. KG. The IT specialist has approximately 2,000 IT employees at more than 200 locations in and around Leverkusen. Customers use about 400 different software products. These are installed either locally or on the data centre servers, ranging from SAP software and Office products to a variety of specialist applications.
If you drive over the Rhine on the A1 motorway, you have to take your foot off the accelerator. The damage to the cable-stayed bridge is such that cars must drive slowly and the volume of heavy traffic is limited.

The City of Leverkusen controls the speed limit on the carriageway in the direction of Koblenz with two sets of speed cameras and can also record vehicle weights. They detect on average 500 violations per day, which are punished with a fine. The process for this runs largely electronically thanks to a pilot implementation from ivl GmbH, a leading IT services provider to the City of Leverkusen. Nuance AutoStore for SAP Solutions plays a key role in the process by automatically capturing and processing replies to the speeding tickets. The first few months of operation have already shown that the optimized procedure cuts processing time by a third.

The beginnings
The Rhine Bridge at Leverkusen is one of the major road arteries in the Rhine-Ruhr metropolitan region. Approximately 60,000 cars cross every day in each direction. As damage to the bridge’s construction implied a risk of total closure, the regional government required a speed surveillance system; the maximum speed limit of 60 km/h had to be controlled 24/7. The city reacted quickly: but how often would the Jenoptik speed cameras flash?

The lack of accurate baseline data created special challenges for the new team tasked with managing the fines. Within a very short time they had to come up with a solution that would be flexible and significantly more efficient than previous methods, which involved a lot of manual work.

The decision
ivl Data Processing Leverkusen recommended implementing the digital files in SAP and handling the fine process via workflow. But how would the documents get into the system? The Cologne-Bonn office recommended AutoStore as an elegant way to bridge the media. The IT specialists were quickly convinced, because this allowed the simultaneous mapping of three media channels—mail, fax and e-mail—on a single software platform.

The customer
The City of Leverkusen on the Rhine has about 162,000 inhabitants and is part of the administrative region of Cologne. It was founded in 1930 when the town of Wiesdorf was merged with the communities of Schlebusch, Steinbüchel and Rheindorf. Leverkusen today is a modern city with all the facilities of public administration. The Central Traffic Penalty Office employs about 30 staff, of which about half form the new team for the Rhine Bridge Leverkusen.

The solution
Within two months a pilot system was available that simplified the following process-steps:

The photographs of speed offenders are transferred via fiber-optics to the ivl data centre, where they are immediately available in the application. The case officers identify the vehicle’s owner and generate a speeding ticket, which includes a 2D-barcode containing both the incident number and a document ID. All subsequent processing is controlled via this information. Replies come in to the Traffic Penalty Office by mail, fax or e-mail and are entered into different workflows according to the medium.

Pre-hearing reply forms coming in by mail are scanned on the multi-function system. The MFP display has a button that starts the workflow. The rest of the process runs in the background without further manual intervention: AutoStore captures the contents of the image file, classifies the case and converts the document into a readable PD F/A format.

“The media-independent capture of traffic penalty replies is essential for e-government strategies. Nuance AutoStore is an important building block, because it is universally applicable and therefore allows us plenty of room for new service offerings.”

Dipl.-Ing. Dirk Herzog
Vice President and Head of Central IT Services
ivl GmbH
In addition, the software captures the barcode and drives master-data reconciliation. The incident number serves as a unique indicator and also determines the allocation and storage within SAP Folders Management. This is where all the documents associated with an incident number, such as flash images, notices and replies, are stored.

**Data transfer**
Assigned incidents are automatically fed into the application inbox where they are flagged for processing. Employees in the city treasury also benefit from the new application, because they can incorporate the documents and data into their application, SAP New Municipal Finance (NKF). If a document cannot be assigned to an incident number, AutoStore triggers a native system error message and pushes it into a separate workflow for manual processing.

Replies by fax are incorporated into the workflow via Nuance AutoCapture, the tool for capturing electronic documents. A single click on the function button "send-to-SAP" triggers the appropriate workflow in AutoStore, which functions in a way analogous to the process for handling letters. Different processes are automatically distinguished and separately forwarded. This is helpful because car rental companies and freight forwarders often fax entire batches of replies. E-mails and their attachments are flow through the same path as faxes.

**The advantages**
This modern application saves the Traffic Penalty Office valuable time that was previously taken up with manual processing. It thereby reduces the burden on the City of Leverkusen’s budget and ensures timely processing. The Traffic Penalty Team saves altogether up to two weeks in the process, which is important since the time limit between the incident and a hearing has been reduced.

The Traffic Penalty Team runs ivl for the Leverkusen Rhine Bridge under a separate company code, so that performance can be tracked and the efficiency of the business unit can be made transparent, an important consideration given the public debate about the necessity for speed controls.

The Nuance workflow software implementation took only a few days, helping to meet the tight schedule for the project. Moreover, the solution is freely scalable, which means that ivl and the City of Leverkusen enjoy the freedom to make wider use of the standard service and extend it to other processes. And wider use of AutoStore is exactly what is being planned, given the positive experiences to date.

**To learn more about Nuance document imaging solutions, please call 1 800-327-0183 or visit nuance.com.**
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