



Whitepaper: Document type classification for employee background checks



Integration Technology	.Net Windows
Industry	Human Resources
Enterprise Applications	EDMS In-house Application RightFax
Document Flow	Inbound Fax
SNAPS Products	Snapsflow

Executive Summary

This client provides employee background checks for companies throughout the United States. Before a company can perform a background check, the candidate must give his/her permission by signing a form and faxing it to the company. The company then faxes the form to the background checking agency. Snapsflow was implemented, by the background agency, to automatically recognize bar-codes, split the image files and route the individual forms to the appropriate department.

Case Study Details

In this process it was customary for our client to receive batches of background check approval forms from their customers via fax. Hundreds of faxes were received each day on their RightFax server. Several employees were assigned to viewing each incoming fax and splitting them based on the type of documents contained in each fax. Once split, the documents were routed to the appropriate department for further processing.

We determined that the client's customers typically used standard forms supplied by the client. Our solution required them to apply a barcode to each form before distributing them to their clients. Once the barcode forms had been distributed we implemented Snapsflow. Snapsflow was configured to monitor several RightFax mailboxes and look for incoming documents. When a fax arrived, Snapsflow would read the barcodes on each page and split the fax image file based on the value of the bar-code. Next, an index file containing the following information was created:

- Fax confirmation time stamp
- DID number the fax came in on
- Bar-code value

Both the index file and the image file were then dropped into a network folder based on the bar-code value. All files were named using a unique identifier along with the time stamp of the received fax. The last step in the process was to move the original fax from the RightFax mailbox where it was received to a "completed" mailbox where it was kept for 30 days.

The client's existing workflow system would pick the documents up from their respective network directories and process them according to internal business rules. The time required to implement this solution, including installation of the software and building the appropriate policies, was 3 days.

Business Need

The customer receives thousands of faxes each week and needs a way to automatically separate the documents by document type.

Benefit/ROI

The primary benefits this solution brought to our client were:

- It allowed them to reallocate two employees to higher values tasks
- It allowed them to grow their business without adding additional headcount.
- We were able to complete the project on-time and under budget when compared to the cost and effort required to build the solution internally.