Louisiana Department of Revenue

Challenge

The Louisiana Department of Revenue (LDR) is responsible for assessing, evaluating and collecting state taxes. A revised state statute created the need to modernize LDR's paper document and remittance processing methods to improve turnaround time. A goal was set to reduce the average processing time of paper returns to five business days or less. LDR committed to streamlining operations and eliminating redundancy in order to function more efficiently and improve collaboration with other state entities. To meet these goals, LDR needed to implement a remote data capture process for documents and remittance received in regional offices.

Solution

The Lionbridge vcapture solution met Louisiana Department of Revenue's data capture needs for operational efficiency, security and cost savings while integrating seamlessly into LDR's existing data capture software. Vcapture ensures that LDR can meet processing deadlines during seasonal peaks by providing secure access to a limitless pool of data-entry operators. Vcapture breaks LDR's tax documents into digital Snippets. The Snippets are assigned a random ID, scrambled to guarantee security, and sent over SSL to our remote keying network. The Snippets are then dispatched to keyers who enter and verify the data using a secure web

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>
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browser. Using the vcapture Secure Split Technology, fields containing sensitive information, such as social security numbers and credit card numbers, are again separated into smaller Snippets. All Secure Split Snippets are distributed to different keyers further protect the confidential data. To ensure a 99.99% accuracy level, each Snippet is validated by at least two independent sources before the data is returned to LDR's system.

Results

The Louisiana Department of Revenue integrated vcapture into their existing document capture system in a few short weeks. Implementing vcapture required limited IT resources from LDR. Now LDR is empowered to handle peak data processing periods securely without the cost and headaches associated with hiring, training, compensating and supervising seasonal workers.

About Lionbridge

Lionbridge enables more than 800 world-leading brands to increase international market share, speed adoption of products and effectively engage their customers in local markets worldwide. Using our innovative cloud technology platforms and our global crowd of more than 100,000 professional cloud workers, we provide translation, online marketing, global content management and application testing solutions that ensure global brand consistency, local relevancy and technical usability across all touch points of the customer lifecycle. Based in Waltham, Mass., Lionbridge maintains solution centers in 26 countries. To learn more, visit http://www.lionbridge.com.