Executive Summary

The Fairfax County Department of Information Technology provides information technology support for the Department of Tax Administration and is responsible for developing and creating assessment notices, bills, and other tax correspondence for personal property, real estate, and business taxes. The Fairfax County Department of Tax Administration wanted to implement a reliable and scalable process that enabled clear and concise communication with constituents.

Business Challenge

The Fairfax County Department of Information Technology sought to replace its complex legacy mainframe application with a scalable, easy-to-use document composition solution that could handle the high-volume production and processing of tax and correspondence forms across multiple divisions.

Using the legacy mainframe application, the County encountered a number of challenges. Users had difficulty processing Windows fonts, such as Times New Roman 12, correctly. In addition, the solution was unable to customize notices or correspondence on an on-demand basis. Incorrect addresses within the legacy system also increased the amount of returned mail, resulting in additional costs for Fairfax County. Learning how to use the legacy system presented additional challenges for users. This long learning curve negatively impacted operational efficiency and created more work for the IT department. Finally, the County was required to re-process each piece of correspondence using a new font and letter head to adhere to new government standards. This process took more than six months using their existing system.

> "Pitney Bowes Software helped Fairfax County more efficiently design, create and generate documents."
>
> **Charles Spencer**
> **IT Program Manager**

Pitney Bowes
Software

Solution

Since implementing the DOC1® solution, Fairfax County has improved the efficiency of its document creation process.

"The flexibility of DOC1® allows users to incorporate quick changes and modifications during document application development, significantly reducing the time required to convert letters and files that go directly to the printer," said Charles Spencer, IT Program Manager at Fairfax County Government.

Additional benefits of the DOC1® implementation include reduced debugging and development time, as well as accelerated production run times. The County has many bill formats for each division. With a full Windows system and faster font support, Fairfax County can now meet all time-sensitive deadlines. Users are able to seamlessly incorporate modifications to documents, which significantly reduces the time spent converting and updating letters to new formats. In addition, the open architecture of DOC1® enables users to re-use objects in forms of paragraphs, sentences or tables, enabling faster development across multiple applications.

Results and Benefits

Using the Pitney Bowes Software solution, DOC1®, the County can now create five times more documents than with the legacy system.

Document changes that used to take Fairfax County one to two days to code on the legacy system can now be completed in just 15 minutes.

A shorter learning curve has allowed the county to better utilize its additional staff and resources.

In general, overall productivity has improved and the troubleshooting process has become simpler.

"DOC1® has helped us save money by reducing the deployment and labor costs required to make document and template changes. In addition, the past challenges of returned mail have been significantly reduced, helping the County further improve its public outreach."

**Charles Spencer
IT Program Manager**

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