



Texas Secretary of State

Customer Profile

Mobilis personnel implemented a workflow solution for Texas Secretary of State (SOS) to process incoming Corporations, Trademarks, and Universal Commercial Code (UCC) filings, and the resulting requests (orders) for these documents. Once these documents are archived, they are subsequently available via the Texas SOS Direct website for viewing by the general public. The implementation also consisted of integrating ViewStar with a third-party application called BEST (Business Entity Secured Transaction), which was developed to replace the existing mainframe system. The ViewStar workflow that was developed provides the following functionality:

- Customized queuing capabilities based on whether a document has been expedited for processing or whether other prerequisites have been met.
- Order processing – processes incoming requests for filing documents and automatically fulfills all orders via a variety of return methods (print, fax, and web).
- Backfiling – provides the ability to import images created via a Kodak Intelligent Microimage Scanner, as well as, scanned backfiled documents.
- Import of supporting documents – imports all supporting documentation produced by the BEST application, such as, filing acknowledgements, filing certificates, search certificates, bulk order acknowledgements, revocation notices, and rejection letters.
- Automated Printing/Faxing – the workflow handles all requests for printing/faxing of documents in an automated fashion based on the return method specified by the customer.
- Creation of PDF versions of documents – in order to facilitate viewing of documents via the web, all requested documents are converted to PDF format.
- Document conversion from desktop document format to TIFF – in order to have a “final form” representation of all documents produced by the BEST application, all desktop documents are automatically converted to a TIFF format by the system.
- Automated letter generation – all Public Information Request letters are generated by an automated task.
- Optical Mark Recognition – all standard Public Information Request documents are processed by an automated task which uses Optical Mark Recognition to determine whether certain selections have been made on the form. This information is then used to route the documents to the appropriate area.

Our duties on this project included functional requirements, detailed design, development, user training, implementation, and post-production support. Furthermore, Mobilis is currently under contract with Texas SOS to provide ongoing support, as well as, implement any enhancements requested by the various departments.

As a result of this implementation, Texas SOS is now able to fulfill 80% of the copy requests for UCC and Corporations documents entirely through the web, thereby enhancing customer service and eliminating associated labor costs. This system is also being used as the basis for upcoming projects with the State of Oklahoma and Arkansas.

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