

Use Case: Department of Motor Vehicles

Industry: Government

Project: REAL ID

- **Title:** Accelerating the Processing of Real ID applications for Department of Motor Vehicles
- **Project Description:** States are required by a federal mandate to update IDs in order to meet REAL ID requirements within a set timeframe. A state Department of Motor Vehicles (DMV) agency turned to intelligent document processing software to accelerate and optimize the process to meet the federal deadline.
- **Challenge:** The DMV must first build a portal where documents are uploaded. Intelligent document processing must prove the applicant's identity, name change, social security, and residence. The technology solution must be able to optimize OCR input for Real IDs, enabling document classification and data extraction per document type by leveraging machine learning and predictive analysis.
- **Volume of documents processed:** Millions of documents annually
- **Document type:** Real ID applications
- **Product:** ABBYY FlexiCapture
- **Solution:** User Friendly Consulting, Inc. (UFC) and ABBYY FlexiCapture's Content Intelligence Platform partnered to create a solution that automates document classification, data extraction, and document processing by type. Machine learning enables data verification and continuous adjustments for high levels of accuracy.
- **Result:** The DMV is able to stay on track to meet federal demands. Processes are automated, creating faster processing time while maintaining data integrity and freeing up staff to focus on higher value activities.