

A new client walks in the door. All paperwork is already in order. Seriously.



The Payoff

- Revolutionizes service delivery
- Expands the touch of government
- Automates initiating tasks
- Empowers constituents
- Scheduling flexibility that accommodates change
- A better focus on service

The Basics

Paperwork processes slow down government service. But the data that paperwork delivers is critical when determining the best options for constituents. Agencies are flooded with clients that want to know why they have to repeatedly provide the same information, or make multiple visits, to obtain access to services. Employees wonder the same thing.

The Challenges

Lean staffing, tight scheduling and wide variations in program, state and federal requirements are a daily reality. Government agencies struggle to increase client throughput and service levels and stay on top of the paperwork amidst constant change. They need to do more with less.

- Intake processes are too slow with long lines
- Scheduling should be the easiest step to providing service, but it's not
- Constituents can't access most public documents without government staff

The Solution

OnBase Kiosk solutions allow many constituent transactions to move from Front Office window lines to convenient, ADA and HIPAA compliant self-service stations.

Get More Value out of the Data You Already Have

Data received electronically automatically updates state systems and notifies staff. Workflows keep processes moving when paperwork is complete, a client arrives or a case worker is sick.

- Social Services fast-tracks eligibility/recertification processes
- Public Health optimizes check-in/intake for appointments

Eliminate the Need to Fully Staff All Constituent Transactions

Instead, clients can submit and sign required documents using electronic forms and self-service scanning. Constituents can retrieve or purchase public documents instantly.

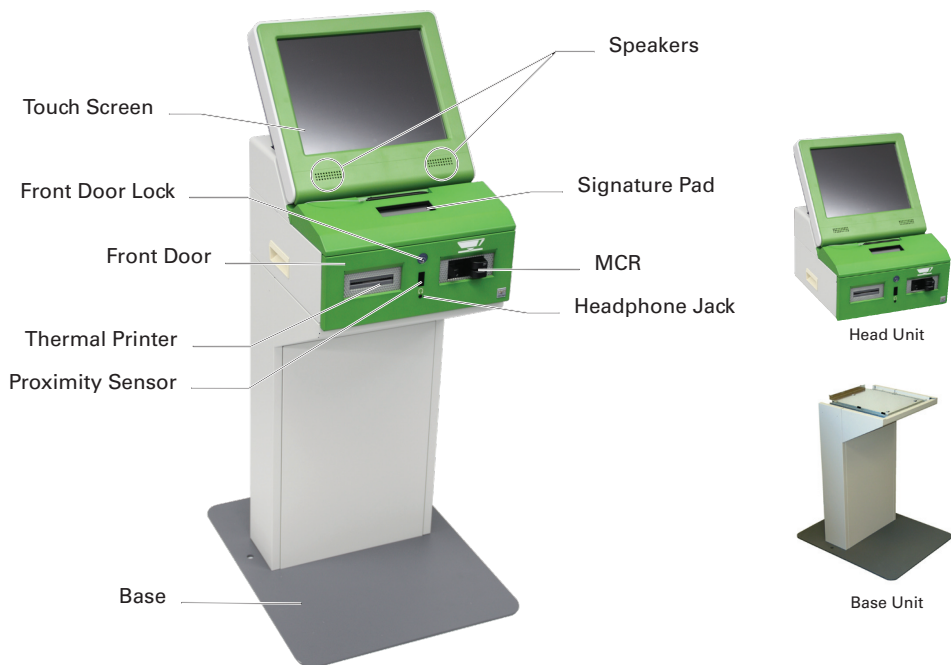
- Land Records eases access and payment for planning/zoning documents and deeds
- Housing automates both intake and wait list status updates for rental applicants
- Clerk of Courts fully automates access and payment for public court records

Kiosk Specifications	
OS, Software	Microsoft® Windows® XP Professional (SP3), KIOSK SERVICE PLATFORM v3.0.1
Display	15 inch TFT color LCD (XGA), Adjustable (50-90 degree), Privacy filter standard equipment
Touch screen	7 wire analog resistive touch screen (long life time)
CPU	Intel® Celeron® 550 (2.0GHz)
Internal memory	512MB (max 1.5GB)
Internal disk	80GB over
External interface	LAN:1*1000BASE-T/100BASE-TX/10BASE-T, USB:1*USB2.0, Headphone Jack:1* 3.5 stereo mini Jack
Peripheral	Signature Pad:Stylus Pen input Dip type MCR:ISO #1/#2/#3 Read only Thermal printer: 80mm wide, max 250mm (9.84 inch)/s, (Option) Proximity sensor , Door sensor
Dimensions	Display 50 degree: 400(W) x 476(D) x 1204(H) mm [15.7(W) x 18.7(D) x 47.4(H) inch] Display 90 degree: 400(W) x 476(D) x 1272(H) mm [15.7(W) x 18.7(D) x 50.1(H) inch]
Weight	Main body: 30 kg (66.14lbs), Stand: 31kg (68.34lbs) , Total:61kg (134.48lbs)
Environment	Operation temperature : 10-35 degree C, Operation humidity : 20-80% Installation: Indoor (Assumption: This KIOSK is installed where staff can see it.)
Power	Voltage: AC 100-120V +/-10% single, Frequency: 50/60Hz ±4%
Lifetime	3 years (Consumable part will be replaced NOTE) the Condition. As an architect, the condition of life time, 13,140 h = 12h/day * 365 days * 3 years/200 times/ day
Regulations/ Safety	EMC: FCC class A (USA), ICES-003(Canada) Safety: IEC60950 compliance (UL60950-1, CSA60950-1), UL/CSA Etc: Packaging Legislation, PBDEs Regulation (ME, WA), PerchlorateRegulation (CA), OSD Regulation, Mercury Regulation

Kiosk Solution Designed to Accommodate Public Use

Kiosks are designed for safety and privacy in high traffic areas with maximum usability:

- Guided user interaction LEDs for credit cards and receipts
- USB 2.0 peripheral device connection and built-in alerts ease maintenance
- HIPAA compliant privacy filters, proximity sensor that detects credit card removal
- ADA compliant, wheelchair accessible with a 50 to 90 degree monitor angle range



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