

# DOMA

TECHNOLOGIES

## CASE STUDY



*The City of Virginia Beach is a coastal city in southeastern Virginia that is situated where the Chesapeake Bay meets the Atlantic Ocean. As the most populous city in the state with over 459,470 residents, Virginia Beach is a dynamic blend of both metropolitan industry and laid back coastal style.*

### REDUCED PROCESSING TIME

**30** TO **>1**  
**DAYS** **DAY**

*DOMA has helped the city of Virginia Beach expedite its records processing time from over a month to mere hours by applying workflow automation.*

## THE CITY OF VIRGINIA BEACH

### THE CHALLENGE

The city of Virginia Beach's Health and Human Services (HHS) department was facing compliance challenges and major fulfillment delays due to an outdated records management process. The Virginia Beach HHS department was manually sorting documents, records requests, and other forms into boxes for later processing. This system was almost entirely dependent on manual labor to sort, scan, and validate each document and could take up to a month for each request to be processed.

With a state audit looming for Virginia Beach's Health and Human Services division, it was imperative that new procedures be established to meet the needs of a rapidly growing city.

### DOMA'S CONTRIBUTION:

DOMA jump-started our engagement with Virginia Beach with an initial records scanning project. This helped alleviate the current backlog of requests so the city could maintain compliance with Virginia's Financial Assistance Division (FAD).

After scanning was complete, DOMA helped the city of Virginia Beach to establish a Digital Mailroom solution. Incoming analog records are now routed to a scanning crew who quickly uploads the documents into DOMA DX allowing for enterprise wide access. DOMA's development team created custom workflows for over 150 users that intelligently route each document to the appropriate staff member for validation and further action.

Before DOMA, Virginia Beach was using Laserfiche for their electronic document management system. The city has since migrated to DOMA DX because of the user-friendly interface, flexible configuration, and considerable cost savings. DOMA's SaaS solution integrates seamlessly with Virginia Beach's new mailroom solution. Additionally, a custom API workflow was established to automate nightly data transfer to Virginia's statewide DMAS system.



Learn more about DOMA's Services at:  
[DOMAonline.com/](https://DOMAonline.com/)

POWERED BY TECH, DRIVEN BY PEOPLE



# THE CITY OF VIRGINIA BEACH

**4+**  
**YEARS**

**112,200+**  
**DOCUMENTS**  
**CREATED**

DOMA DX has helped Virginia Beach Health and Human Services Department process over 112,200 case file records across 8 groups within the past 4 years.

## CONCLUSION:

DOMA's holistic approach to helping the city of Virginia Beach has streamlined a wide range of processes for the city. Virginia Beach's hybrid solution meets the city's needs with increased flexibility, reduced processing time, and superior records access.

**"HUMAN SERVICES HAS ACHIEVED SIGNIFICANT BUSINESS VALUE FROM THIS PARTNERSHIP AND IMPROVED PROCESSING OF BENEFITS APPLICATIONS... DOMA WILL CONTINUE TO BE THE CITY'S STRATEGIC PARTNER FOR CLOUD-BASED DOCUMENT MANAGEMENT AND ARCHIVING IN LINE WITH THE DEPARTMENT OF HUMAN SERVICES 2021-2023 STRATEGIC PLAN."**

**GRADY BIRD | IT MANAGER**

Moving forward the city of Virginia Beach has been empowered to manage almost every part of their new digital records management process, including scanning, in house. The city continues to take advantage of workflow automation, OCR processing, and cloud records access through the DOMA DX platform and now boasts hundred of users across the city.

## HIGHLIGHTS:

DOMA has helped city of Virginia Beach greatly improve the operational efficiency of the Health and Human Services department with a wide range of digital transformation, IT management, and software services.

### *DOMA services provided include:*

- Backlog Records Scanning
- Digital Transformation Consulting
- Day-Forward Software (SaaS)
- Digital Workflow Development
- Nightly Data Transfer using Custom APIs
- Long-Term Document Storage in a Secured Facility that Meets CJIS, FERPA, and HIPAA Requirements.

**OVER ONE MILLION**  
**IMAGES UPLOADED**  
**TO DOMA DX**

**50+ WORKER QUEUES**

**18 WORKFLOWS**