

STATE REVENUE AGENCY

PROBLEM

The SC Department of Revenue needed to move their remittance processing center to accommodate their rapidly growing workloads. The department had recently implemented an electronic document platform and needed the new center's layout and workflow to facilitate this technology. The big challenge was to accomplish the move in the tight scheduling window and resume operational efficiency quickly. They had to be prepared for the processing "peak" that occurs each quarter with the state's revenue remittance and processing cycles.

OBJECTIVE

The facility relocation team decided they would need to reinvent the work processing procedures to resemble a more volume-efficient "batch sequencing" in order to achieve their volume and quality benchmarks. They created a new document sequence that would greatly reduce walk-time and physical labor. The design called for a series of free standing "sort walls" to allow the work teams to literally pass document batches through the walls as work progressed from one step to the next. They also created new workstation units to facilitate rapid, accurate batch processing.

The plan looked great on paper, but as they sought suppliers to provide the needed equipment, unexpected difficulties arose. Supplier responses were either cost-prohibitive due to the custom nature of their designs, or incapable of providing the necessary structural support to allow the sort-wall design.



Pass Through Sort Wall

SOLUTION

Fortunately, a SortStar™ representative happened to make a call on the design team as they were seeking to locate an equipment resource. In looking at their designs and layout, he explained that SortStar was a flexible, modular system that could be configured to their needs. On consulting the factory with the plans, he verified that SortStar could provide the needed sort walls and workstation units using their standard product.

The design team was relieved to find a source to provide the layout they had envisioned as the ideal processing solution for their needs. They were even more relieved to discover that the SortStar units were available within their budget and that they could even afford to add some upgrades. They went on to specify designer finishes for the end panels (to improve aesthetics and department morale) and add pull-out workshelves in the sort walls. “The pull-out workshelves are great,” explained Sherry McTeer, Supervisor. “We can easily spot-check and verify documents at the wall with the pull-out shelves. They are a real convenience and time-saver for our staff.”

The SC Department of Revenue occupied their new home in the fall of 2006 and have exceeded their volume and quality goals to deliver a higher level of performance and service to their constituents. They are very pleased with their easy-to-use Sort-Star solution.



Workstation Organizers



40' Sort Walls



Departmental Staging