

Montgomery County (Pennsylvania) Domestic Relations

Lexmark MFP Kiosk enables agency to cost-effectively serve constituents during pandemic closure.

The challenge

When Montgomery County, Pennsylvania government offices had to close in March 2020 due to the COVID-19 pandemic, the busy Domestic Relations Section, 38th Judicial District needed to find a solution to provide client services without in-person contact. Many constituents lacked computer access or preferred in-person service, and pre-pandemic would go to the office during business hours to ask attorneys questions, pay child support, submit documents, etc.

"Never in a million years did we think our office could work remotely," said Deputy Director Andrew Henderson. "We didn't think it was something we ever wanted to dive into, but we were forced into that situation.

"We handle tens of thousands of just court proceedings a year, said Henderson. "Right now, we have almost 10,000 open charging cases."

Henderson wanted an accessible digital solution where info could be shared almost instantaneously while adhering to COVID-19 safety precautions. A drop box would have delayed processing while staff removed and scanned the documents.

The solution

Lexmark MFP Kiosk bridged technology gap and kept office operational during closure

The Lexmark MFP Kiosk for Government was selected as a cost-effective, secure, and safe way to provide services while most staff were working remotely.

"We had to totally shut down a predominantly in-person office that served 400-500 people a day, said Henderson. "Within 48 hours, we were able to pivot and have our office operational at a remote capacity."

With a Lexmark MFP kiosk installed in the lobby, clients could safely complete transactions without any in-person contact. Capture technology on the MFP allows users to answer questions on the screen and securely scan personal and sensitive documentation. The information immediately goes to the employee who needs it, even if they are working remotely - simplifying workflow and speeding response time. If the client has a question, a phone at the kiosk location automatically connects to staff. A receipt is issued at the kiosk as proof of transaction date and time.



Meet Montgomery County, Pennsylvania

Located in Norristown, this department is one of 67 county domestic relations sections within the Commonwealth of Pennsylvania. It helps the court establish and enforce court orders for child support and spousal support.

Solution

Lexmark MFP Kiosk for Government

Success story for Government

In addition, information and forms stored directly on the device can be accessed and printed, allowing constituents to get the directions, instructions and documents they need.

The results

Virtual front desk facilitates client transactions

"It almost mimics the in-office experience, but without that in-person interaction, said Henderson. "One kiosk has handled the workload and bridged the technology gap made evident by the pandemic."

Down the road, additional kiosks could be considered for other County business, such as registration for Parks and Recreation classes.

The Lexmark MFP Kiosk for Government is less expensive and offers more printing capabilities than a traditional kiosk.

"One kiosk has bridged the technology gap made evident by the pandemic."

Andrew Henderson

Deputy Director, Montgomery County
Domestic Relations Section,
38th Judicial District

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