



# Lexmark MFP Kiosk for Government



## Transform constituent services with extended MFP performance

Overflowing government waiting rooms, frustrated constituents carrying stacks of paperwork, lines that seem to never end—it's become an all-too-familiar scene. Despite many agencies' efforts to streamline processes by capturing forms online or via mobile channels, long wait times remain a challenge, and result in errors, inefficiencies and less-than-satisfied constituents and employees.

Lexmark can help. Our MFP Kiosk solution is simple and customizable, and allows you to implement a number of different services—all from the same device—based on your specific needs. By leveraging one of our world-class multifunction printers for document capture, forms storage and printing, and even appointment check-in, you'll be able process information faster, increase employee productivity and say goodbye to those forever-long waiting lines.

## Do more, spend less with Lexmark MFPs

It's no secret that kiosk systems can provide a more seamless customer experience, but they're not usually known for being affordable. In fact, traditional kiosk devices, like those seen in airports, can cost up to \$20,000 each. In addition, most of these devices use thermal printing, which requires expensive paper and only allows printing on small media up to 3.5" across. The bottom line? These traditional kiosks are neither cost effective nor capable of meeting the needs of most of today's budget constrained agency offices.

In contrast, Lexmark MFPs are a fraction of the cost to purchase and maintain, and enable a wide range of printing capabilities. Not only are the devices themselves less expensive, but they use basic copy paper to help you save on supplies. And since they're designed with your needs in mind, our devices enable full size, color printing that allows you to print on a wide array of media, in multiple languages and with instructions for ease of use.

## Provide a hassle-free constituent experience

Agency waiting rooms can be confusing, frustrating places. They often lack clear directions and up-to-date information. The result? Constituents wait for hours, only to realize they're in the wrong place or came with the wrong documents.

MFP Kiosk transforms the constituent experience with a single device. By leveraging the features of the MFP, constituents are able to easily submit and receive information, from the moment they arrive. Capture technology allows applicants to securely scan in personal information and documentation, so that processing can begin immediately. At the same time, information and forms stored directly on the device can be accessed and printed at a moment's notice, allowing constituents to get the directions, instructions and documents they need without the long wait.

## Revolutionize employee productivity

Traditionally, agency employees spend a lot of time manually processing paperwork, often without the visibility and access to the information they need. Since many government processes lack the technology or integration to digitize documentation early in the workflow, employees are often left with incomplete information, or required to perform redundant tasks.

By capturing constituent paperwork upon arrival and immediately routing it to the correct employee, MFP Kiosk jumpstarts processing and enables employees to start working sooner. And since information is being converted from paper to digital earlier in the process, steps like document classification and data verification can be automated for increased speed and efficiency. That means employees are more productive, and workflows experience fewer bottlenecks and delays.

### Boost document security and compliance

Storing information in hardcopy, paper form is risky. Paper documents can be easily lost, misplaced or even stolen. And when it comes to performing audits and ensuring compliance, all that paper can be a nightmare to comb through and analyze.

By capturing and storing constituent information and government forms digitally on the MFP, you'll be able to minimize the risk of physical loss. In addition, digitization will enable you to eliminate compliance issues associated with manual errors, bring hidden data to light with seamless integration and automatically track and archive information for easy audits and more complete visibility.

### MFP Kiosk: Key features

**Easy accessibility:** Large touch screen displays and multi-language interfaces make our device simple and intuitive to use

**Document classification, extraction and verification:**

Automating the first steps of document processing at the MFP improves speed and accuracy

**Seamless integration:** Uniting your existing systems with the device allows for more seamless workflows and the most up-to-date information

**Simplified forms management:** With all forms stored on a single device, they're easy to update, track and print

### Your kiosk in action

We understand that each government agency has its own set of challenges and priorities. That's why our solution is flexible enough to meet your unique requirements, work in various environments, and grow with you as you identify customer pain points and additional needs. To simplify your efforts to streamline document processing and digitization, we've identified three of the most common use cases for MFP as a Kiosk:



**Smart Document Capture:** Enable constituents to scan paper documents upon arrival, check for accuracy and completion and route to employees for immediate processing



**Print on Demand:** Leverage the kiosk as a digital forms repository that allows constituents and employees to locate and print the paperwork they need at a moment's notice



**Appointment Check-in:** Integrate the MFP with your existing appointment management system to allow constituents to check in to appointments, manage accounts and receive directions and instructions