

# Chicago Department of Revenue

**Background:** The Department of Revenue is committed to administering and enforcing the Municipal Code of Chicago in a confidential, efficient and courteous manner. In addition to processing and managing business licenses, inspections, and taxes, the Department collects many different types of fees on behalf of the City. Some fees are billed periodically; other fees are one-time events, such as for a service or citation.

In early 2000, the Department of Revenue introduced the Integrated Revenue Information System (IRIS), which linked the Department of Revenue license, tax, investigations, and permit systems into one system. However, even though IRIS linked these various systems, the Department of Revenue needed a way to get the data into the system. The applicant or taxpayer manually completed all of the forms related to these systems, and then a Department of Revenue employee manually entered the data into the respective system.

**Challenge:** Deliver a front-end solution to IRIS that reduces or eliminates manual data entry, improves the accuracy of data entered or captured, and processes forms efficiently.

**Solution:** Edge Systems' **IMEDGE** provides scanning, indexing, and Intelligent Character Recognition (ICR) capabilities for getting data into IRIS. The licenses, permits, and investigation forms were redesigned to facilitate image capture, and all of the City's tax remittance forms were redesigned to facilitate Automated ICR. Whether a document is indexed in **IMEDGE** or processed through character recognition, the Department has implemented a quality check before the data is transferred to IRIS.

**Results:** The Department of Revenue has realized extensive savings of costs and time by switching to an imaging system for automated data capture and retrieval. Tasks that originally took hours now take minutes; accuracy has improved, and tax forms have been streamlined for easier processing.




## Chicago

819 S. Wabash Ave.  
Suite 500  
Chicago, IL 60605  
T 312.347.0880  
F 312.347.0889


## Naperville

1805 High Point Dr.  
Suite 103  
Naperville, IL 60563  
T 630.810.9669  
F 630.810.9228

EMAIL: [sales@edge.com](mailto:sales@edge.com)  
[www.edge.com](http://www.edge.com)



Edge Systems' **IMEDGE** provides scanning, indexing, and Intelligent Character Recognition (ICR) for getting data into IRIS. The forms were redesigned to facilitate image capture, and all of the City's tax remittance forms were redesigned to facilitate Automated ICR.



The Department of Revenue has realized extensive savings of costs and time by switching to an imaging system for automated data capture and retrieval.