

# U.S. Department of Veteran's Affairs

Edge Systems, L.L.C.  
**Case Study**

**Background:** The United States Department of Veterans Affairs, Education Service provides GI Bill education benefits and services to eligible veterans, their families, and reservists.

Claims processing activities include the receipt, processing, tracking, and disposition of veterans' applications for benefits and supporting documentation, as well as handling requests for assistance and the general administration of the benefit programs.

**Challenge:** Education Service wanted to upgrade its proprietary, 16-bit system (TIMS) to an open system, 32-bit environment that could be implemented in four regional offices and a test and development center. After exploring a variety of options, Education Service chose **IMEDGE** as the solution.

**Solution:** Edge Systems developed a system that captures documents as images, processes the images to enhance their quality, provides automated and manual indexing and quality control functions, stores document images as objects, provides comprehensive reporting and claims management features, and uses workflow management to implement Education Service's business processes.

**Results:** The system provides vast efficiency improvements by allowing the over 600 Education Benefits claims processors to quickly and effectively manage their workload. Response times been significantly reduced, and the logistics of document storage and retrieval have been simplified. The solution has effectively solved the VBA's need to eliminate the paper claims folder.




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The U.S. Department of Veterans Affairs, Education Service provides "GI Bill" education benefits and services to eligible veterans, their families and reservists.



Edge supports four Regional Offices: Buffalo, NY; Atlanta, GA; Muskogee, OK; and St. Louis, MO. and a Systems Development Center in Hines, IL. Combined these offices have approximately 625 employees processing education benefits for United States veterans.