

ILINX meets FBI criminal records standards for State Patrol.

SUCCESS STORY / EGOVERNMENT / REGULATORY COMPLIANCE



“(With ILINX) WSP has reduced risk, secured data, and eliminated the human error associated with the old manual process.”

Assistant Division Commander, Washington State Patrol

Strategic Initiative

The Washington State Patrol (WSP) Criminal Records Division and Criminal History Support units manage current and historical case documents, and must follow FBI Criminal Justice Information System (CJIS) communication and retention policies. WSP receives a combination of paper and electronic documents subject to different retention schedules. The agency needed a single solution to manage both sets of records.

Solution Plan

The State Patrol asked technology partner ImageSource to expand their existing ILINX solution to manage additional workflows for current case and criminal history records. ImageSource configured ILINX to capture and log the large variety of documents and save them in ILINX Content Store. ILINX Retention Manager kept WSP compliant with the policies governing each document type.

Investment Return

The ILINX solution streamlined document intake and eliminated the risk of human error associated with the agency’s previous database system. ILINX supported information sharing with 500 other agencies and 30,000 users by integrating with the active Spillman law enforcement case management system. Not only was ILINX easy to use and support, it also ensured that WSP was able to stay in compliance with FBI CJIS standards.

ILINX CAPTURE

This foundational workflow-automation module lets you capture data quickly and easily from any source and any device. With no page-count licensing, capturing and utilizing data is fast and cost effective.

ILINX RETENTION MANAGEMENT

Automated, proactive management of your records — from creation to disposal to destruction per policy guidelines.



Process innovation made easy.

ImageSource makes process innovation easy through advanced solutions built on ILINX, the world’s most flexible process-improvement platform, delivered by a team of experts committed to customer-partner success.