

Kodak Alaris | DMV Solutions

Modernizing In-Person Transactions at Arizona MVD

Streamlining Customer Service Through Integrated Digital Solutions

Located in the heart of Arizona's major metropolitan areas, the **Motor Vehicle Division (MVD)** offices have served residents for decades, facilitating thousands of in-person driver and vehicle record transactions each day. As urban populations grew and demand surged, the MVD faced mounting challenges: fragmented front counter systems, labor-intensive document handling, and prolonged customer wait times.

Staff were required to manually scan documents, save files locally, and upload them into separate applications —**resulting in inefficient workflows and a heightened risk of errors during high-volume periods.**



The Challenge

Fragmented Processes Lead to Inefficiency and Long Waits

The **operational strain** became especially evident during peak hours, when customers often waited several hours to complete basic services. **Manual document processing** not only slowed transactions but also introduced **opportunities for mistakes**, further frustrating both staff and visitors. The MVD recognized the urgent need for a solution that could unify systems, automate workflows, and accelerate service delivery.

The Solution

Seamless Integration of Document Capture and Cloud Systems

Kyndryl, **Arizona MVD's lead systems integrator**, partnered with **Kodak Alaris** to embed high-speed document capture directly into the MVD's core workflow. By integrating Kodak Alaris scanners with MAX System—the state's cloud-based enterprise platform for driver and vehicle records—documents could be captured and transferred instantly at the point of service. **This eliminated the manual "scan, save, and upload" process**, reducing administrative burden and improving data accuracy.

Automated workflows ensured that scanned documents moved directly into the MVD's cloud database, streamlining operations and enabling employees to focus on customer service rather than clerical tasks. Payment processing and document handling became unified, **dramatically reducing transaction times**.



Driver and vehicle documents could be captured and transferred instantly at the point of service

The Results

Dramatic Reduction in Wait Times + Improved Customer Experience

According to Kyndryl, the integration brought measurable improvements: tasks that once took several minutes—such as document scanning and payment completion—were now performed in seconds. This operational efficiency led to a **remarkable 75% reduction in door-to-door customer wait times** at MVD offices in major metro areas. Without increasing staffing, the MVD dramatically improved throughput, allowing more customers to be served each day and reducing congestion in offices.

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Business Impact

A Foundation for Ongoing Digital Transformation

The streamlined model did more than enhance immediate performance—it laid the groundwork for continued modernization. By **embedding advanced document capture and cloud-based workflows** into the heart of in-person transactions, Arizona MVD established a **scalable foundation** for future digital initiatives. Residents now enjoy faster, more reliable service, while the MVD benefits from **reduced operational complexity** and **greater agility** in adapting to evolving community needs.

Through strategic partnerships and technology integration, Arizona MVD has transformed its customer experience, **demonstrating how intelligent automation and seamless system connectivity can redefine public service** operations. This case stands as a testament to the power of digital transformation in driving measurable outcomes and lasting business impact.

The Tech Stack:



Kodak Alaris S2070 Scanners – intelligent document processing for onboarding

Kodak Alaris Flatbeds – advanced dual light technology

Automated workflow – from email receipt to system integration

Advanced Document Capture – scalable for future digital initiatives



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