



Success Story

Imaging and Information Solutions

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DATABANK IMX DELIVERS THE CITY OF GARLAND END-TO-END SOLUTION

The City of Garland, a northeastern suburb of Dallas, is the tenth largest city in the state of Texas. Founded in 1891, it has grown to be one of the 100 largest cities in the United States. With over 200,000 residents, Garland continues to be a highly progressive and rapidly growing community.

By 2001, in keeping with the City of Garland's progressive nature and rapid growth trends, development plans were underway for a new courthouse. With this in sight, the Municipal Court set the goal to improve the processing and security of court records. The City evaluated various technologies and processes, and aggressively moved forward with an Electronic Document Management System (EDMS) initiative.

THEIR OPERATION

The City of Garland already understood the value of document imaging based on their experience with an existing legacy system. However, that system lacked the functionality needed for a city-wide implementation that would include the Justice System, the Municipal Court and potentially other departments as well. To compound the challenge, the various city departments did not use standard processes or document management principles. For example, the Court was not online with the legacy system, using instead, paper documents and manual processes. Paper files, required concurrently by multiple people and various areas of the court, were sometimes removed or copied without proper check-out or security procedures. This resulted in lost or misplaced files and the accompanying inconvenience.



Human Resources and Public Works had a paper file backlog from the prior year that they were unable to address. Public Works maintained archives on film which made it difficult to rapidly retrieve desired information, particularly critical when time was of the essence. The City knew it was time to begin the search for a solution that would address the challenges they faced and a solution that would keep pace with their growth.

HOW DATABANK IMX GOT INVOLVED

The City of Garland needed an EDMS that would integrate with and image-enable their host case management software and further automate and streamline business processes. The City's IT Department and the Court developed the desired criteria for the system specifying that it be rich in functionality, based on industry standards and open architecture, and scalable to meet future expansion. IT managed the RFP process to select a system that would meet the Court's current – and future – needs.

DataBank IMX analyzed the City's needs, the shortcomings of their existing imaging system, and their future direction. In proposing a solution DataBank IMX matched their findings and the RFP requirements with the services and software products in their portfolio of offerings.

DataBank IMX, a Platinum OnBase reseller, proposed using OnBase from Hyland Software as the platform that best met all their needs. With DataBank IMX's proven record for successful implementations of imaging and document management solutions, their experience in the management of information assets, particularly with film-based and paper-based information, and a proposed solution that best met their needs, DataBank IMX was selected by the City of Garland in the Fall of 2003.

Immediately, DataBank IMX teamed with City personnel to plan the implementation. Setting schedules, identifying roles and responsibilities, staging the rollout, and training staff were just a few of the initial activities. The team documented current work processes and designed new, more efficient processes that automated functions based on pre-established business rules. They implemented and tested the new processes and developed a seamless integration to the City's host system.

DATABANK IMX'S SOLUTION

On February of 2004, the City officially opened the doors for the newly constructed court building and DataBank IMX was ready, passing customer acceptance and in full operation, as planned. The designed solution provided a modular approach, allowing the City to selectively purchase only modules required to meet initial needs. Now, the City could address current departmental needs and, as budget permitted, they could add modules to support future expansion.

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Initially, the system provided electronic imaging and document management, COLD, workflow automation, storage, and retention management, and integrated with the City's information systems – providing one cohesive system solution. As new departments were added, only the modules needed to supply additional unique functionality were added to the base platform.

The new system has completely automated document capture. All documents are indexed by case number, with auto-filling of several data fields to speed data entry. Most case file documents are now generated electronically by their case management software, and imported automatically into the system.

The Court also deployed workflow to automate and streamline their processes. In all, twenty-five workflow "life cycles" were created to automate management of a variety of business processes used within City Departments, including data entry, distribution of citations to appropriate areas of the court, issuance of warrants or subpoenas, and receipt of payments, just to name a few. Workflow incorporates both the case management system and the documents stored in the image repository into one integrated business process. Keywords route documents into the correct workflow queues according to pre-established workflow "rules". The system is now in use by the City's entire justice system.

Key to the system's success was its integration of OnBase with the court's existing case management system, Courthouse (CSI) Software, by using buttons already existing in CSI. Now, with the press of a button, employees can easily access all case-related documents, directly within CSI. Using OnBase's Application Enabler, integration was swiftly accomplished without the need for host system modification or specialized programming.

Based on the success of the court installation, Garland expanded their system in 2005 to include the Police Department, Public Works, and Human Resources. DataBank IMX developed "templates" for migrating each department application into OnBase. Images and indexes from their legacy imaging system were either converted by Databank IMX or scanned and then imported, thus clearing out backlogs of paper files.

BENEFITS REALIZED BY THE CITY OF GARLAND

The court system has seen significant gains in document availability and accessibility. For example, attorneys, judges, court administrators and enforcement agencies can now readily share information. Documents are now filed more accurately, resulting in better file management. Using pre-established keywords, retrieval of case files and dockets is easily and swiftly accomplished. Administrative tasks associated with mandated file retention and privacy restrictions have been reduced, and productivity has increased. With information that is readily and easily accessible, City employees provide significantly improved customer service, spending less time retrieving information and responding to requests. Another key success is that the City of Garland has eliminated redundant processes thus allowing City employees to work on higher priority tasks, making better use of their time, their skills and the City's tax dollars.

In 2006, new workflows were developed and deployed to manage the court docket system and facilitate the use of images in courtrooms. The final disposition of cases incorporates electronic forms and electronic signatures on the final judgments by judges, attorneys, and defendants. In their desire to reap the benefits achieved to date, the City of Garland plans to implement the system in over 20 departments, fully migrate all applications from their legacy imaging system, and deploy the system to over 600 users, by the end of 2007.

WHAT THE CITY SAYS ABOUT THE SOLUTION

The IT department views the solution as the key to better serving the community and citizens of Garland. Productivity gains and automation now enables City departments to make better use of their staff's time, while providing improved customer service. In the Police department, the system provides immediate access to documents at all police locations, and the system is being expanded into other areas of the Police department, such as Internal Affairs and Criminal Investigation. Public Works staff now view documents stored in OnBase from within Arch Info, their Graphical Information System (GIS).

The expansion of the system throughout City of Garland administrative offices speaks volumes not only to the overall success of the system but to the realized benefits and positive impact it has on City personnel, their clients and to residents of the City of Garland.

As best stated by Rocky Rodriguez, IT Project Manager

"The most integral part of the expansion is how we can utilize all the benefits that the DataBank IMX solution has to offer as an Electronic Document Management system to better serve the community and citizens of Garland. DataBank has ultimately enabled us to become more organized with the data and information we receive, enter and exchange with the general public and, in turn, deliver more timely and cost-effective services, both internally and externally to our customers and citizens."



GARLAND
CITY OF GARLAND, TEXAS

