

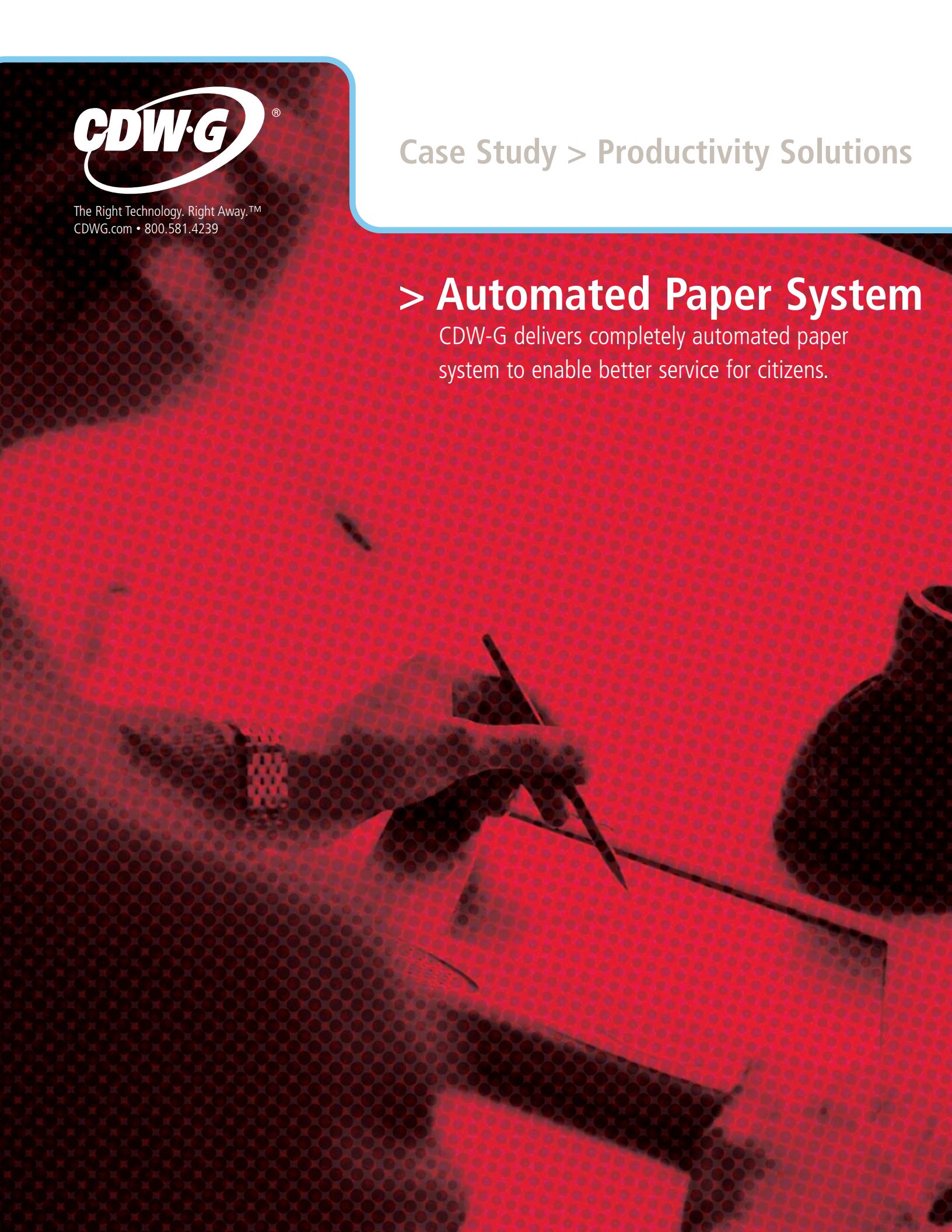


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Case Study > Productivity Solutions

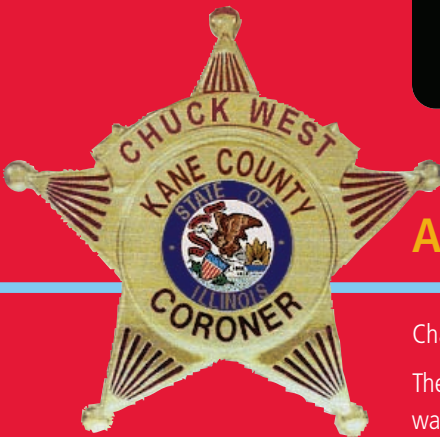
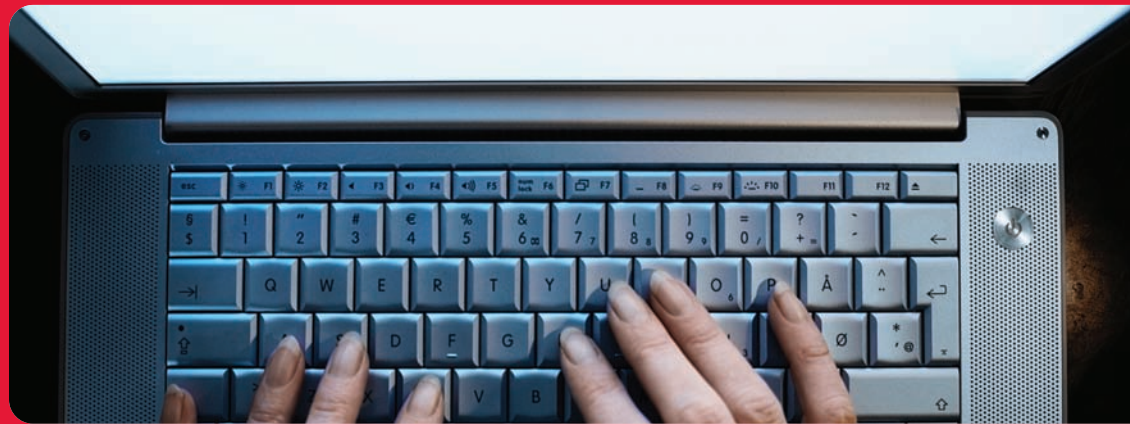
> Automated Paper System

CDW-G delivers completely automated paper system to enable better service for citizens.



Introduction

Whether it is checking agency e-mail via handheld devices when working remotely, or submitting a report electronically, instead of on paper, the purpose of harnessing Information Technology (IT) is to save agencies and taxpayers both time and money. Despite the growing adoption of IT within state and local government offices, many agencies continue to struggle with paper-intensive administrative processes. Given the time requirements of their existing processes, few organizations can devote the manpower and other resources to research and develop electronic solutions to replace paper-based operations. Kane County in north central Illinois is no exception. In an effort to tame its growing paper trail, county officials called upon CDW Government, Inc. (CDW-G) to implement an IT solution. Leveraging CDW-G's solutions expertise, as well as its strong relationships with multiple manufacturers and service providers, Kane County migrated to an advanced automated paper system that saves taxpayer dollars by enabling county workers to complete administrative tasks more efficiently and accurately.



At a Glance

Charles West | Kane County Coroner | Geneva, Ill.

The Coroner's Office determines the cause of death in cases of homicide, suicide, accident, when there was no recent attending physician, and where circumstances surrounding the death are obscure. The seven investigative and four support staff professionals handle as many as 2,500 cases annually. The coroner ensures that proper scientific studies are performed in each case, including autopsy, toxicology, microscopic slide examinations, bacteriology and X-rays. The findings are made available to family members, attorneys, hospitals, physicians, courts, law enforcement agencies, states attorneys, public defenders and insurance companies. Through the course of its duties, the Coroner's Office is required to track and maintain all cases to ensure the integrity of reports and investigations.

The Challenge:

Redundant Data Collection and Lost Productivity

Serving a critical public requirement, the Coroner's Office determines the cause of death in all suspicious or unusual cases, when there was no recent attending physician, and where circumstances surrounding the death are obscure. Through the course of its duties, the Coroner's Office is required to track and maintain all cases to ensure the integrity of reports and investigations.

The Coroner's Office processed almost all of its paperwork manually, with many of its 60 forms requesting redundant information. With as many as 2,500 cases handled each year, the Coroner's Office handled more than 150,000 paper forms each year – approximately one form every three minutes for every single day. As a result, the Coroner's Office staff members – seven investigative and four support staff professionals – spent much of their time hand writing reports or entering data on aging computers with insufficient memory, processing speed and hard-drive space. In addition, all death certificates, cremation permits and burial permits were generated on typewriters, a process that required rework when typographical errors were made.

Adding to the task, the population of Kane County had grown significantly over the last five years, while the number of Coroner's Office personnel had remained unchanged, meaning there were more cases to process with the same number of hands to complete the task. The combined population growth and outdated manual processes resulted in a steady increase in paper storage requirements and a decline in employee productivity.

The Solution:



Automated Paper System Revs Up Coroner's Office

Focused on delivering the best mix of technology to meet Kane County's needs, CDW-G and its partner, Ta-Kenset Research Laboratories LLC, validated, designed and implemented the Coroner's Office Automation System (COAS), coupling leading wireless/mobility technology with a paperless office suite. The system enables staff to capture "hand-written" data on Toshiba Portege M200 Tablet PCs and upload the data directly into the county database from the field, increasing data accuracy. Moreover, the paperless office suite automatically populates redundant fields to eliminate repetitive, time-wasting tasks. COAS now enables staff to complete forms while in the field and in less time.

The system was designed so it can be easily replicated in other coroner's offices and modified to meet each department or agency's paper-automation needs. Kane County officials hope to convert many other offices to automated paperless systems over the next five years in order to realize similar productivity gains and document storage space savings. As an added benefit, the countywide migration to paperless systems will significantly improve information sharing within the county, knocking down administrative obstacles to greater multi-agency cooperation.

The Results:

Quick Solution Implementation Increases Productivity Right Away

The Coroner's Office has realized the following benefits from the automated paper system:

- > **Rapid Implementation:** An automated paper system such as Kane County's could take 18 to 24 months to design and implement. Working in close partnership with CDW-G and Ta-Kenset, however, the standard implementation time was reduced by 63 percent to just nine months
- > **Increased Efficiency:** Prior to implementing COAS, paperwork required about five hours per case. Once the program is fully operational, COAS will reduce the time spent on each case by an estimated 50 percent
- > **Elimination of Redundancies:** The auto-population capability ensures complete and accurate forms, while eliminating the need to fill out redundant information multiple times
- > **Improved Responsiveness:** Working wirelessly in the field, the Coroner's Office can execute paperwork quickly and deliver conclusions to support its stakeholders more rapidly. This responsiveness reduces wait times from days to hours for law enforcement and families
- > **Strong Return on Investment:** Cutting the time spent on each case in half, COAS allows the Coroner's Office to use its limited manpower and financial resources more effectively, providing for better stewardship of taxpayer dollars
- > **Improved Privacy and Security:** Eliminating superfluous, hard-to-secure paper flows, the automated paper system keeps sensitive information stored under a robust electronic lock and key

The Challenge:

CDW-G Works with You

Looking for an automated paper system? CDW-G, drawing upon its partnerships with more than 1,000 top-name technology manufacturers, will help you design and implement the best system for your organization's needs.

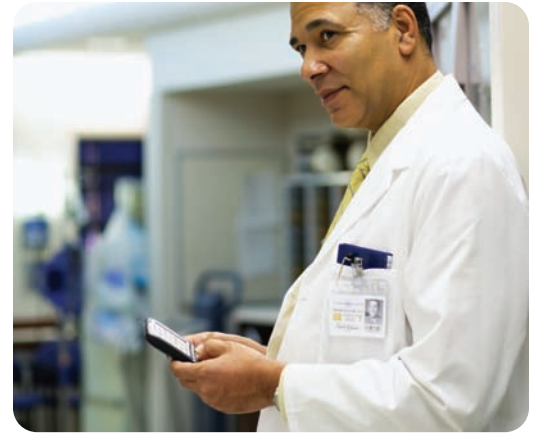
"Before the automated paper system was implemented, our staff was bogged down with manual data entry. Now we are using state-of-the-art notebooks in the field. Our desks are clear of paper, and we are able to better focus on assisting the citizens of Kane County."

Charles West
Kane County Coroner

Handle Increasing Workload with Speed and Efficiency

Each year, Kane County officials strive to harness the latest technological advances in order to better serve citizens, whose numbers have grown by double-digits annually for the last five years, and to do so in a fiscally responsible manner. Toward that goal, CDW-G and Ta-Kenset reviewed administrative procedures throughout the county and determined that the Coroner's Office would benefit most from an automated paper system.

Despite Kane County's reputation as a leader in technology, its Coroner's Office had the most complicated and antiquated manual reporting system of any department in the county. For each case handled by the Coroner's Office, there were 60 paper forms to process. In an average year, the Coroner's Office processed approximately 2,500 cases, meaning that a staggering 150,000 forms had to be processed by hand. In addition, these paper forms had to be stored and archived indefinitely, which raised the county's file storage costs each year. The Coroner's Office realized that it not only had to process a large and increasing number of forms each year, it also had to do so in a more efficient manner to keep up with Kane County's growing population. Coroner's Office officials concluded that they needed a new system that would enable them to keep up with the growing citizenry of Kane County.



The Coroner's Office wanted a system that would do the following:

- > Eliminate redundant data entry
- > Speed data entry, information retrieval and report generation
- > Centralize data storage
- > Provide anytime, anyplace system access
- > Provide several security levels

To meet these needs, CDW-G designed a multi-vendor system so the Coroner's Office staff could more efficiently perform a variety of business functions, such as:

- > Creating, modifying and deleting cases and hospice records
- > Creating and printing death certificates, cremation permits and burial permits
- > Printing statistical reports
- > Searching cases with multiple parameters
- > Retrieving stored records quickly

The Solution:

Automated Paper System Speeds Coroner's Office Processes

The Coroner's Office Automation System produces an exact, compact, digital image of original paper forms. It eliminates the need to re-enter data points, and as a result, Coroner's Office staff now only needs to complete eight primary forms instead of the original 60 forms. Additionally, the system provides an integrated user interface and centralized data storage, as well as improved searching and reporting capabilities.

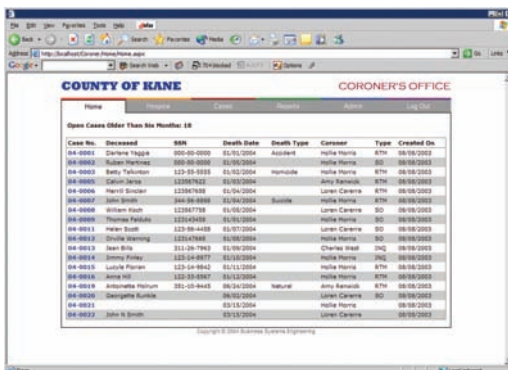
The system transforms "handwritten" notes on Tablet PCs into typewritten electronic forms, completely eliminating the process of transferring data from paper into electronic format. Moreover, the paperless office suite automatically populates redundant fields to eliminate repetitive, time-wasting tasks. Data is entered just once, instead of multiple times.

The data is then uploaded directly into the county database from the field via a secure wireless network connection in just seconds. COAS now enables staff members to complete their work electronically at incident scenes and in less time, which ultimately enables more work to be accomplished by the same number of personnel.



Because the Coroner's Office deals with highly sensitive, private information, the new system provides various levels of security, depending on the type of information being accessed and by whom. The coroner, for example, needs permission to edit data, while some administrative personnel need only to view and print data. In the future, the Coroner's Office plans to allow citizens to request death certificates and burial permits online, which will require another layer of security measures.

To best meet the Coroner Office's needs and preferences, CDW-G integrated products from a group of its manufacturer partners to create the automated paper system. Ta-Kenset designed the electronic versions of the Coroner's Office forms. The Toshiba Portege M200 Tablet PC was chosen for its strong Tablet features – its thin, light design, high-resolution display, expandable memory and built-in security features – as well as its semi-rugged capabilities and physical chassis design that works as well for medical personnel as it does for administrative staff. Finally, wireless network cards from Cingular and Verizon Wireless allow personnel to send the finalized forms to the Coroner's Office enterprise-class server.



CDW-G Helps Improve Citizen Services

CDW-G can help you design and implement an automated paper system that will eliminate redundant data entry, allowing existing staff to handle increasing caseloads on time, and in turn, fulfill citizens' document requests faster.

"Paper-intensive business processes were severely limiting the ability of the Kane County Coroner's Office to keep pace with the burgeoning population and resulting death investigations in Kane County. Digitizing the Coroner's Office forms has allowed employees to complete reports in the field, speeding report generation."

Phoebe Tree
Business Development Executive
Ta-Kenset Research Laboratories

The Results:

Electronic Processes Mean More Time for Important Tasks

The Coroner's Office has realized increased productivity from the beginning, as reports are no longer backlogged while personnel struggle to keep up with manual data entry. The automated paper system cuts processing time in half, helping eliminate legal compliancy issues by ensuring the appropriate controlling authority receives each report in a timely manner. Field data is now available to the coroner in real time – and full reports within hours – so that the coroner can complete autopsies faster.

"We used to have a backlog of files waiting to be updated as new information came in. Now that backlog does not exist," said Deputy Coroner Diane Stredde.

The automated paper system has also significantly improved workflow between the Coroner's Office and its partner agencies. And in the future, the police department's crime scene investigators could be notified automatically via e-mail when Coroner's Office reports are updated with autopsy results, allowing them to close cases faster.

COAS has also improved staff members' ability to respond to queries from state and federal agencies, as well as the media. Previously, when the Coroner's Office received requests for data related to specific types of cases, such as drug- or heat-related deaths, personnel had to page through months or years of paper files. Now the information they need is available immediately via the COAS searchable database for the years 1996 to the present.

The automated paper system has also positioned Kane County to meet a rising citizen demand for public documents. Through its improved data archiving and searching capabilities, the Coroner's Office can quickly access documents for citizens, attorneys, hospice groups, insurance companies and Medicare providers. Responses to citizens' document requests

are faster and easier, and the county now is uniquely positioned to offer this service at a nominal fee, thus adding a revenue stream.

"Now, our data is available in real time. This is very important, especially after a weekend, where sometimes we have 32 cases in a three-day period," said Coroner Charles West. "In the past, families, police, and funeral homes would call for information, but we couldn't answer their questions until the weekend on-call deputy arrived Monday morning with a stack of forms. Now, on Monday mornings all of that information is at our fingertips. Everyone is happier, and it's because we have the information we need, right away."

Finally, because CDW-G served as the lead designer and integrator, Coroner's Office officials benefited from efficient communication with one team leader instead of multiple technology providers. A single project manager provided clear lines of communication and aided in implementing the system well ahead of schedule.



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Partner Technical Specifications

- > Six Toshiba Portege M200 Tablet PCs
- > Anoto Group Coroner's Office Automation System software
- > Cingular Sony Ericsson GC83 wireless card
- > Cingular Sierra Wireless AirCard 775
- > Verizon Wireless V620 wireless card
- > One back-end, enterprise-class server running Microsoft Windows 2000 server with SQL server 2000
- > One front-end, workgroup-class server running Microsoft Windows 2000 and Microsoft Internet Information Services 5.0
- > Ta-Kenset services

Contact your CDW-G account manager for more information
on automated paper solutions.

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