

COMPLETE CONTENT MANAGEMENT & INFORMATION WORKFLOW

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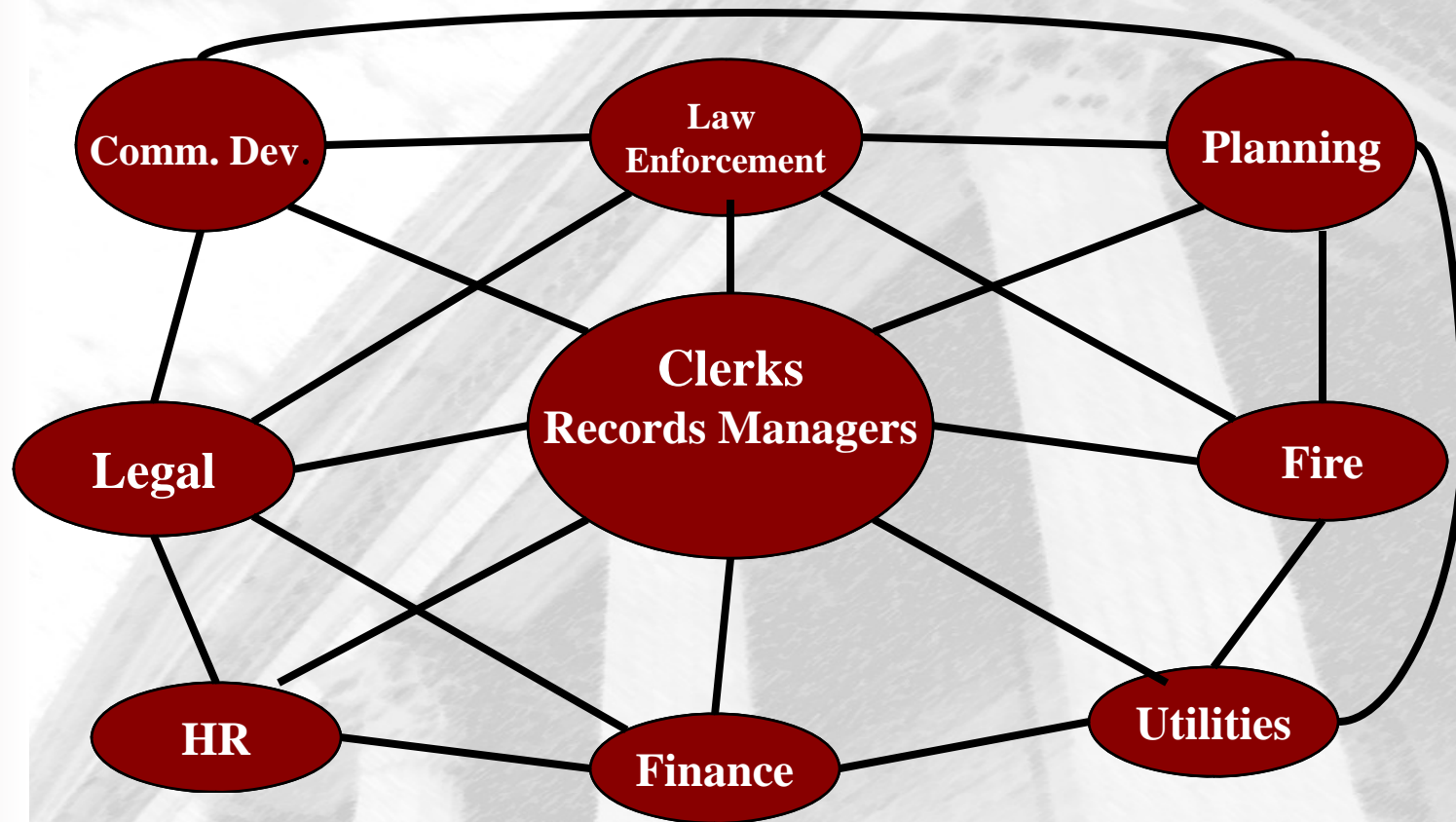
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TODAY'S CHALLENGES

- ❖ Finding a Solution that meets the needs of the Organization as well as IT
- ❖ Flexibility to manage departmental content
- ❖ Automating Paper based business processes to increase productivity
- ❖ Integrating Key Applications to reduce Redundancy of Information
- ❖ Implementing a solution that will compliment Records Management and Disaster Recovery Plan

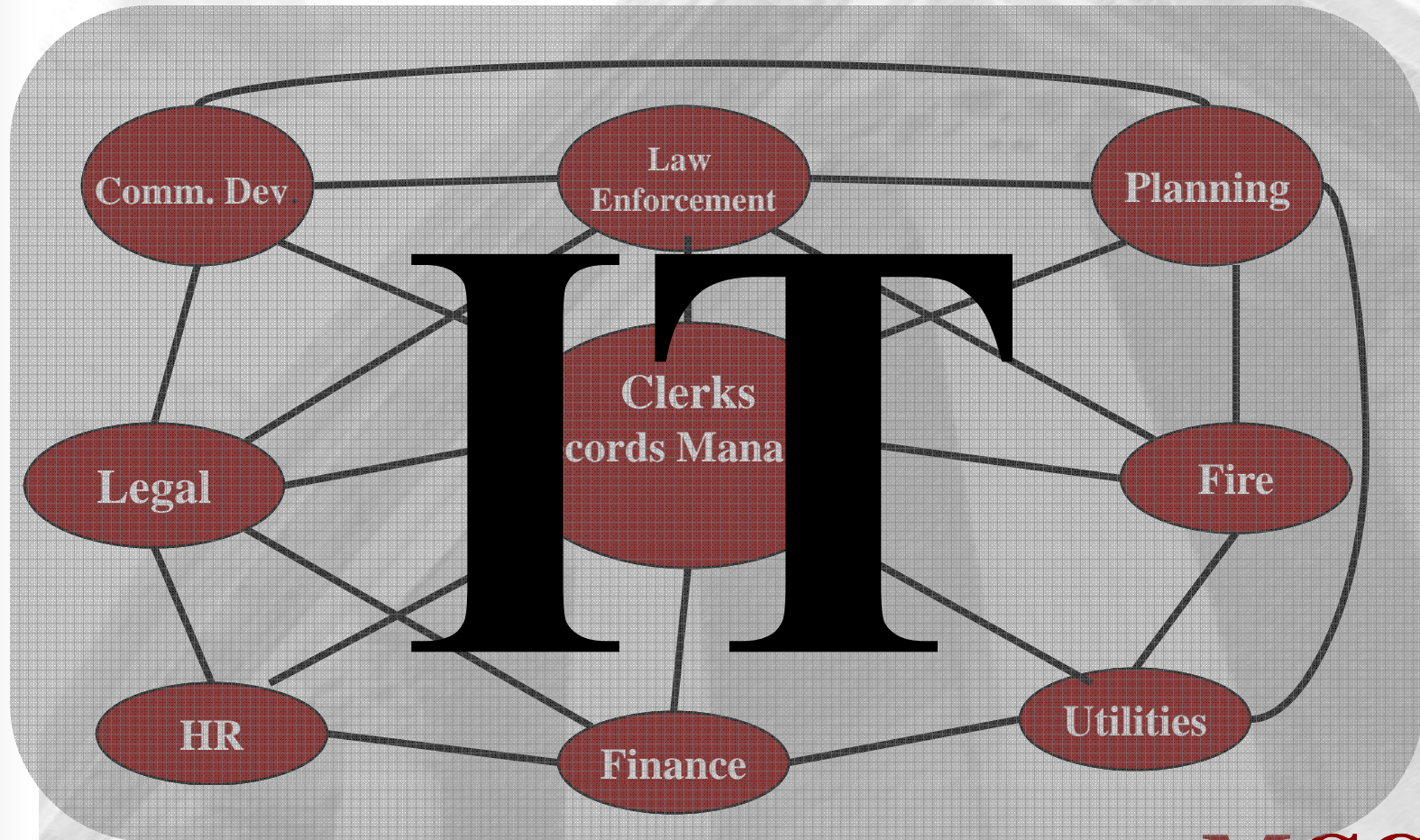
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INFORMATION FLOW WHERE DOES “IT” FIT IN?



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INFORMATION FLOW



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IT CONCERNS

- ❖ Work with existing infrastructure
- ❖ Open (non proprietary) - adapt to future advances and guarantee document availability
- ❖ Scalable system - easy to expand.
- ❖ Properly designed to minimize network traffic.
- ❖ Proven system - stable and maintains data integrity
- ❖ Easy to maintain

CLIMBING OVER THE WALL OF CONTENT



- ❖ User friendly
- ❖ Find documents from your desk
- ❖ Make “The Paper” more manageable
- ❖ Pick a “Point in Time”
- ❖ Put THE PLAN Together

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BEST PRACTICES

FOR BRINGING CONTENT AND PROCESSES TOGETHER

- ❖ Identify and Analyze Business Requirements
- ❖ Prioritize and assess risks and success factors
- ❖ Make information sharing the key element
- ❖ Use open industry standards, policies, and procedures
- ❖ Optimize learning curves – user friendly
- ❖ Don't make it more difficult than it has to be

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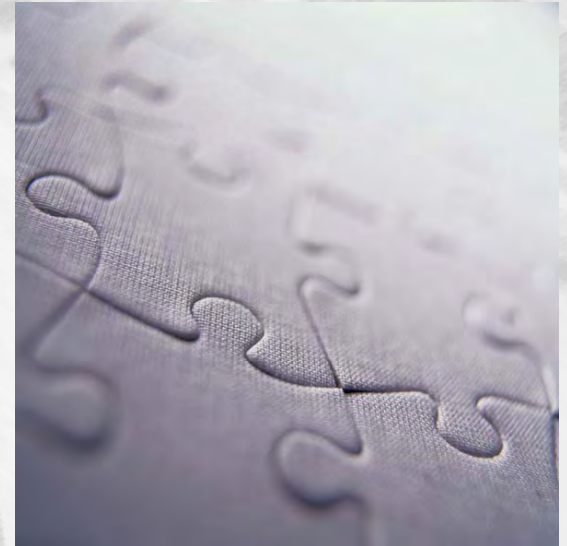
ENABLE WORKFLOW

- ❖ Transform current processes into Digital Workflows – Bridge the Gap
- ❖ Simplify complex processes and increase employee productivity
- ❖ Improve task management with automatic notification
- ❖ Promote transparency in your organizations business processes

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INTEGRATING KEY APPLICATIONS

- ❖ Create seamless processes by integrating key applications
- ❖ Allow more information to be shared through the organization
- ❖ Add value to current applications



DISASTER RECOVERY.....



.....do you
have a plan?

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THE PLAN

- ❖ The Wish List
 - ❖ If money grew on trees.....our Enterprise Content Management environment would do....
- ❖ Prioritize
- ❖ Phase
 - ❖ What departments do you start with?
- ❖ Gap Analysis / Business Process Review
- ❖ “Which system should we go with?”
 - ❖ Non Proprietary / Open Architecture
- ❖ How does this fit into our Records Management Plan?

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CASE STUDY COLLIN COUNTY, TX



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COLLIN COUNTY, TX

Why?

- ❖ Antiquated legacy content management system
- ❖ Fragmented – silos of information and multiple solutions at department level – need to centralize
- ❖ 273% increase in cases filed over last 10 years
- ❖ 2006-2010 Strategic Plan
 - ❖ Continue the Development of Technology that enhances operations

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COLLIN COUNTY, TX

Key Elements

- ❖ Court Case Management - Integration
 - ❖ Electronic Records Management provides complete retention management in conjunction with Texas State Archives
 - ❖ Active cases remain in case management system – upon close – automatically archived to ERM
 - ❖ Backwards compatible integration for true Workflow and Content Management

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COLLIN COUNTY, TX

More Key Elements

- ❖ District Attorney – convert documents from legacy content management system
- ❖ Tax office integration – allows processing of payments up to ten days faster
- ❖ Finding a solution that can be rolled out to all departments



COLLIN COUNTY, TX

Savings to date

- ❖ No longer purchasing folders and labels for check copies
- ❖ Estimated saving 216 boxes of file folders per year
- ❖ Staff time saved – 200 hours per year
- ❖ Reduced document prep time – 100 hours per year

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Progress Made to Date

- ❖ Imaged/Indexed 57,000+ pages in 540+ case files since November
- ❖ Auditors – imaged over 6,000 checks and 53,000 images since November
- ❖ JP Records – 12,000 Documents representing 125,000 images



COLLIN COUNTY, TX

The Future

- ❖ Five Year Goal – Complete Content Management
 - ❖ Implement ERM to all Collin County departments
 - ❖ Migrate Justice of the Peace records from microfilm to ERM
 - ❖ Reduce dependency on paper records
 - ❖ Identify and enable County records that may be viewed by the public via the Internet
- ❖ Future Implementations
 - ❖ Sheriff's Office, HR, Development Services, Health Care, Medical Examiner, etc.

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QUESTIONS?

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