

City of Delafield Selects Revolutionary LaserFiche™ Technology for More Efficient Management of City Records



Situation

As one of the state's fastest growing destination cities, it is the responsibility of the City of Delafield to execute procedures for public records accessibility. Records need to be researched to accommodate development or re-development of property while maintaining the integrity of land use standards and policies. This dual role is demanding and requires all activities within each department to be well organized and accurate. As an example, when the City Clerk replies to inquiries for current or historical document of past ordinances, resolutions, and other information related to land use issues, it should be readily available and easily accessible. The City relied on manual research for information and limited manpower to complete routine tasks for more than 50 years.

In effort to save time and improve organization, the City contracted with Computer Technologies, Inc. to pursue an automated approach to file storage and retrieval. Together, they determined that keeping separate records for the City and Police Department was preferred for better organization and management. At the same time, finding and sharing documents within one network would help improve productivity and cut costs. Based on these needs, the chosen solution was LaserFiche™ Document Imaging.

In September 2002, the City of Delafield purchased a LaserFiche package that included two full users, eight retrieval users and two databases – one for the City and one for the Police Department. Full users of the database are able to scan, edit and retrieve documents while retrieval users are given view-only permission. Other specific products purchased include: LaserFiche Snapshot and LaserFiche Email. This system revolutionizes the archival of information and provides the means to easily find, retrieve and share all documents in a single system. By converting paper documents into electronic images on the computer, complex tasks are reduced to point and click.

Provides Real, Money-Saving Benefits

Since the installation of this unique document management system, the City Clerk and administrative department now have an effective tool for a

variety of record searches. Completing large legal cases or research projects that took more than a week to process are now complete in days and some times even hours. The LaserFiche solution simplifies the archiving system, enabling fingertip access in minutes. One of the immediate cost savings was the City decided not to replace its file clerk, who devoted eight hours a week to filing.

Within the police department, the scanning component allows officers to scan their signatures on reports and email directly to the District Attorney's office. This efficiency eliminates a 23-mile roundtrip drive multiple times each week to deliver hard copies.

From the public's standpoint, frequent requests for information are now fulfilled in minutes. For example, copies of the City's master and downtown plan were no longer available in print so the City scanned the documents. Now they are electronically stored in a common file so that they can be easily downloaded and printed.

Solution Expands to Other Departments

Based on the ongoing success of LaserFiche and the City's continuing growth, installation of the new technology will be completed in the fire and public works departments in the near future. In addition to the aforementioned benefits, the technology will allow proposed housing and building plans to be automatically scanned to the Geographic Information System (GIS) for even greater efficiency and communication between departments.

Computer Technologies, Inc.

Since 1990, Computer Technologies, Inc., located in Elm Grove, Wis., has been providing network consulting and support for companies throughout southeastern Wisconsin. They are an authorized reseller for LaserFiche Document Imaging, which is used by more than 21,000 companies and government agencies worldwide. Computer Technologies' staff has more than 30 years of combined technical experience and the knowledge to help you manage your documents and keep your networks running at peak performance.

For more information, visit www.ctaccess.com or call (262) 789-8210.