Customer
Town of Gilbert

Size
200,000 constituents

Location
Gilbert, Ariz.

OnBase Integrations
I/LEADS police report management system
Microsoft Outlook®
Eden Financial Management
LegalEdge Case Management for Lawyers
eCourt case management
Lucity asset and maintenance management system
Active Network Class® Software

Departments Using OnBase
Clerk's Office
Mayor and Council
Personnel and Finance
Police
Fire
Town Court
Public Works
Building and Fleet Maintenance
Community and Development Services
Manager's Office
Technology Services
Public Works
Building and Fleet Maintenance
Community and Development Services
Manager's Office
Technology Services

Town eases transparency requirements with OnBase AnyDoc solutions

The Challenge

In the Town of Gilbert, many areas, including the accounts payable (AP), police and fire departments, use software applications that produce mission-critical documents. However, these applications don't provide a safe, secure way to manage documents for the long-term. Often stored in shared folders on network drives, they are susceptible to loss and difficult to find and retain.

After one of Gilbert's network drives failed – nearly losing documents – System Administrator Kendal Richardson knew they needed a way to capture documents quickly and accurately so they were safe, secure and could be quickly produced for constituents. Gilbert was already using OnBase enterprise content management (ECM) in areas across the town's government to speed processes, increase transparency and improve constituent services, and Richardson knew she could turn to the OnBase team to help find the answer to the problem.

That's when she found OnBase AnyDoc solutions.

The Solution

With OnBase AnyDoc, the Town of Gilbert manages important documents with a simple electronic import process. It's easy for users, but provides the security, redundancy and quick, intuitive access the town needs. OnBase AnyDoc captures images of the content and automatically indexes them by reading and extracting the data on the image. They are then quickly accessed in OnBase or through a simple mouse-click in users' everyday applications through tight, seamless integrations.

In the AP department, OnBase AnyDoc captures images of their checks and automatically imports them into OnBase every hour. Using the automated data capture solution, OnBase then indexes them by check number, amount and vendor number without manual intervention. The checks are matched to their corresponding invoices and – instead of calling and asking the AP department – employees in departments throughout the Town can pull them up as needed.

OnBase
by Hyland

> "We're required by law to make documents available for public record requests. OnBase AnyDoc allows us to quickly get our records into OnBase without manual indexing, so they are secure, backed up and available."
>
> – Kendal Richardson, system administrator, Town of Gilbert

The police department (PD) captures impound reports and, using OnBase AnyDoc, automatically indexes them with data, such as the police report number, vehicle identification number and date of release. The PD uses a similar process for police records. As the I/LEADS police records management system produces reports when cases close, OnBase imports and indexes them with the type of report, police report number, officer number and date closed. If a constituent or other party makes a public records request, the reports are safely archived and staff members easily fill the request.

As the fire department moves to a new system that will generate digital patient care records, they'll also use OnBase AnyDoc solutions to automatically import and index the content without manual indexing so it's securely retrievable.

The Difference

Saves 16 hours per month: By using OnBase AnyDoc to automatically index documents, Richardson estimates that the town saves 49 minutes per day. This time savings allows users to perform other high–value tasks and makes documents available to constituents sooner.

Reduces configuration time: Easily configurable, it took Richardson only 45 minutes to set up the PD's OnBase AnyDoc solution and run the first process. With such a quick deployment, it's a repeatable solution that can be easily implemented for records across the Town's departments.

High accuracy speeds up import processes: "The solution just works," says Richardson. "The Town has processed more than 250,000 documents in the last year and a half, and staff only has to touch a few for indexing per day." The increased accuracy of the automated capture solution allows the users to review only exception documents, making compliance with the transparency laws simpler and faster without taking up users' time.

Supports transparency initiatives: Managing reports and documents in OnBase ensures that staff fill public records requests quickly, improving constituent services. Using OnBase AnyDoc to quickly index documents into OnBase, the Town is better able to serve their constituents through faster availability of documents.

Learn more at **OnBase.com »**

OnBase®
by Hyland