



GOVERNMENT | CUSTOMER SUCCESS

# Horry County connects OnBase and Esri to map its innovative solutions

## THE CHALLENGE

Geographical Information System (GIS) solutions are an important tool for any county. Horry County, South Carolina knew this, and wanted to ensure it got the most out of its existing Esri GIS by making all documents and information associated with a location accessible from within the system.

“There isn’t really any data today that isn’t location based,” said Tim Oliver, CIO/GIO at Horry County. “We needed a way to connect all of that information to the GIS.”

That’s when Horry County turned to the OnBase enterprise information platform from Hyland.

## THE SOLUTION

### Connects information and locations

In local government, almost every piece of data is related to a specific location in some way. So whenever new documents come in to Horry County — such as work orders, purchase documents, easements, contracts, etc. — the county indexes it with a parcel number. But without a solution that groups and retrieves documents and data in the office or in the field, it wasn’t enough.

OnBase creates a single, central location to store the county’s documents and data and automatically categorizes them for simplified retrieval. Most importantly, OnBase integrates directly with the Esri GIS solution.

“By allowing us to connect our disparate systems, OnBase helps us to become a more connected county.”

**Tim Oliver**  
CIO/GIO at Horry County



<b>CUSTOMER</b> Horry County	<b>LOCATION</b> Horry County, South Carolina
<b>SIZE</b> 300,000+	<b>ONBASE INTEGRATIONS</b> Esri GIS

This enables Horry County staff to access all information related to a specific location directly from an Esri map. Because all documents and data get labeled with a parcel number as they come in, employee only needs to search by that address for any files or information connected to it.

As OnBase integrates with the county's other line of business applications, staff even have access to all the information contained in those systems and vice-versa.

"Documents and data overlap between departments, so having everything connected is crucial," said Oliver. "Information from outside a staff member's normal line of business application must be accessible, and OnBase makes that happen."

#### **Provides field staff and first responders instant access to information**

Also important to Horry County was enabling staff to use location-based information to access other content while in the field. For example, inspectors need the ability to pull up all documents for any address they visit, but may also need to access documents for adjacent properties once they are in the field. In the past, they would need to either call in to the office or drive back to find the necessary information.

With OnBase, county workers use iPads to retrieve documents by touching a parcel on an Esri map. The integration between OnBase and Esri means that datapoints in a map layer can be passed to OnBase as

a keyword to retrieve documents. With this access, staff can complete tasks in the field they would otherwise be unprepared for, such as accessing building permits for adjacent properties.

The county also provides this access to help first responders. When a call comes in to the fire department or police, they have all the information they need directly from iPads or in-car computers.

"With OnBase, first responders have pre-plan and hazardous material data sheets access, so they can pull it up in the field electronically and not have to dig through binders," said Oliver. "They can also see pertinent data for the location they are headed. Utility shut-offs, fire hydrant locations and more are all tied to the map, so it's all easily accessible in an emergency."

By combining OnBase and Esri, county staff have the information they need to be efficient and effective.

#### **THE DIFFERENCE**

**Drives the evolution of IT efforts:** OnBase enabled Horry County to refine its solutions and connect enterprise applications, creating a platform for continued growth and innovation. "By allowing us to connect our disparate systems, OnBase helps us to become a more connected county. We were able to take it one project at a time as we saw the opportunity for improvement."

**Simplifies common county processes:** Horry County leverages data to create better, paperless processes. The Legal Residence process in Horry County is now entirely paperless. OnBase enabled the county to create electronic forms that can be filled out online or via an iPad at the Assessor's Office, which then immediately enter an automated workflow. This makes submissions easier and faster to complete.

**Provides mobile access and submissions:** First responders, field workers and citizens all benefit from mobile solutions driven by OnBase and Esri. "OnBase allows us to access the information we need wherever we are and makes it much easier for our citizens to kick off processes," said Oliver.

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