HILL COUNTY, TX

County Court provides instant access to collaborating agencies, reducing time and costs

The Challenge

For nearly a decade, Hill County, Texas, has used OnBase, an enterprise content management solution created by Hyland Software, to manage content and automate and streamline processes. Some county business requires staff to work outside of the actual courthouse while still needing access to files and documents. Unfortunately, this often requires traveling to the courthouse to retrieve and review the information, and that access could only take place when the courthouse was open between 8:00 am and 5:00 pm.

If staff needed additional time with documents they had to copy the original files for use outside the courthouse, adding more time and cost into an already-arduous process. Court hearing preparation had to be done at the courthouse to ensure client confidentiality and file security. Judges had to review their dockets and case pleadings on site, as did the attorneys needing access to files held in the courthouse. This included attorneys from the State of Texas who reside in Austin, a 120-mile trip.

Like many small counties, Hill County wanted to find a technology solution for this challenge, but also needed to maximize existing investments, looking for tools within its owned technology.

Sharon Camarillo, the county's IT director, turned to Hyland to capitalize on the software developer's knowledge of cost-effective, security-based collaboration. During Hyland's annual user conference, Camarillo learned of Hyland's newest initiative: ShareBase.

> "The moment ShareBase was announced, I knew it was exactly the solution we needed to securely close the collaboration gaps throughout the county."
> -Sharon Camarillo, Hill County IT Director

The Solution

With ShareBase, Hill County provides timely access to critical documents from outside of the courthouse. Staff, attorneys and others are no longer burdened by needless travel time, paper files, or even the need to physically be in the courthouse to access documents. Says Camarillo, "It's been a positive initiative for Hill County to provide this information because it saves time, streamlines processes, and the Custodian of the Record authorizes who will have access to the content. Since the authorized users do not have to

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CUSTOMER
Hill County

INDUSTRY
County Government

SIZE
Nearly 35,000 residents

LOCATION
Hill County, TX

DEPARTMENT
911 Addressing (Sheriff's Office)
County Judge
IT
Probate Court
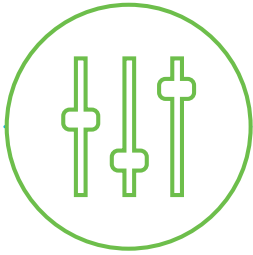

AVERAGE SHARING STATISTICS
Nearly 10,000 documents uploaded

EXTERNAL COLLABORATORS
External Government Agencies, Vendors, Constituents

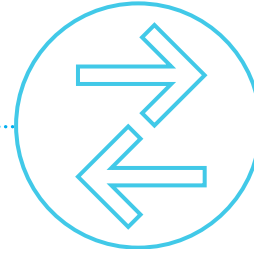Texas Department of Family and Protective Services Regional Attorney

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ShareBase®
by Hyland

Why ShareBase?

ROLE-BASED SECURITY

PRIVATE HOSTING

AUTOMATED SHARING

contact the office for information, efficiencies are gained by the user and the County Office."

In addition to file access, ShareBase builds an audit trail that includes document edits, other actions on documents and the dates of those actions. To provide only secured access, ShareBase requires user authentication to ensure that only authorized users can interact with documents.

Hill County is using ShareBase in a number of ways. Attorneys from the Texas Department of Family and Protective Services access Child Protective Services case files using ShareBase. ShareBase ensures that confidential case information is secured, granting only authorized access to file information. With ShareBase, attorneys eliminate hours of costly travel time and can prepare cases in advance from anywhere, rather than needing to work out of the local courthouse.

ShareBase also provides security and convenience to Hill County's County Judge/Probate Judge. Through ShareBase, Hill County's Probate judge now has the opportunity to review his docket and the case pleadings for each day from any location, instead of being required to work from his office in the courthouse. "So now, wherever he goes, he can actually pull up probate cases from his tablet or from his phone," Camarillo explained.

Emergency Services is also accessing critical documents using ShareBase. With 911 addressing, file safety wasn't the only concern. The 911 addressing coordinator handles address change requests, and has to quickly communicate that change with a database in order to ensure information remains accurate. ShareBase allows the coordinator to access files out in the field and off duty, which helps first responders and law enforcement personnel get to the right location without worrying about the accuracy of the information. Viewing documents about a particular address while in the field adds an additional layer of safety for first responders.

The Difference

Anytime access eliminates costly travel and expenses

ShareBase eliminates any unnecessary travel for all the participants in and out of the County from the Probate judges and state attorneys to 911 addressing coordinators, allowing them to reclaim that time and increase productivity and responsiveness. Everything is available instantaneously, providing information anytime, anywhere.

Audit trail confirms secure and authorized access

ShareBase's audit trail provides complete visibility into document access. Every modification made to the files is recorded, and changes can only be made by users with authorized access.

Safe and secure file sharing and storage

Files are stored in one location and shared automatically by the system rather than e-mail. Only those who should have access to certain documents have access, using individually-granted permissions.

For more information visit **ShareBase.com ››**

ShareBase®
by Hyland