

# Paperless processes enable self-service and efficiencies for innovative city



**Customer:**

Horry County, South Carolina

**Industry:**

Government

**Integrations**

GIS

Azteca Cityworks

**Departments**

Storm Water

Public Works

IT/GIS

Management and Magistrates

Engineering

**The Problem**

Horry County was overwhelmed with paper processes, causing their employees to waste time and effort on redundant procedures. Continually growing in size, its facilities were running out of storage space. Horry County needed a system that workers could quickly adjust to and one that could interact with legacy systems without a lot of custom programming. The county had to adopt a better way to manage its document-centric processes, so it selected OnBase as its ECM solution.

***“Users were blown away when they saw how much easier their lives got... they were amazed; they thought it was fantastic.”***

- Tim Oliver , Assistant Director of IT/GIS, Horry County

**The Solution**

Horry County initially implemented OnBase in its Storm Water and Public Works departments to help track easements for water and sewer. The IT/GIS department next applied OnBase solutions to the Court Case Management and Magistrates and Engineering departments, and also upgraded the Public Works system.

Horry County relied heavily on its Internet-based GIS solution to address its analytical, statistical and mapping needs, and OnBase allowed the county to continue to use the GIS map as the main vehicle to facilitate work. Incorporating OnBase into their GIS environment has allowed policy makers in Horry County to not only keep up with the needs of a rapidly growing county, but to continue to attain excellence as a flagship community, realizing the benefits of an effective digital government.

The implementations of OnBase are able to be quickly adopted by users and fine-tuned to departmental needs. After scanning in the documents for just four months, users could see the benefits.

***“The goal is for constituents to be able to type in a name or parcel number from a kiosk or a public Web site and to be able to retrieve all related documents.”***

– Tim Oliver

### **The Return on Investment**

**Increased efficiency for routing of documents:** The Public Works department, located 13 miles from the main offices, previously required a turnaround window of two to three days. Now documents can be sent and returned instantly.

**Easy integration with existing applications:** OnBase allowed Horry County to reap benefits from their existing GIS system as well as the efficiency and organization advantages that OnBase provides.

**ECM solution saves employees time:** OnBase requires little training and employees were able to quickly adapt to the new system. OnBase also increased efficiency and reduced document requests, saving employees from performing manual processes.

### **About Hyland Software**

For more than 20 years, Hyland Software has helped our more than 11,000 lifetime customers by providing real-world solutions to everyday business challenges. That dedication is why Hyland realizes double-digit growth, and why 98 percent of our customer base continues to renew its annual maintenance. Our customers see the ongoing value of partnering with Hyland and continue to work with us year after year.

Hyland’s enterprise content management (ECM) solution, OnBase, is one of the most flexible and comprehensive ECM products on the market today. Approximately 1,500 government customers are using OnBase for public works, finance and administration, health and human services, and courts and public safety. OnBase empowers users to grow their solutions as their needs evolve, supporting transparency, self-service options and mobile and field work. For more information about Hyland Software’s ECM solution for government, please visit [Hyland.com/Government](http://Hyland.com/Government).

**OnBase**<sup>®</sup>  
a Hyland Software solution