



Organization Profile

The City of North Richland Hills, Texas, is a growing suburban municipality of 55,000 citizens. Enhancing public information initiatives is a key element of the city's strategy for long-term success.

Situation

A city task force identified potential cost savings and efficiency improvements in processes related to storing and protecting paper documents. The city considered ease of systems integration, deployment speed and usability as key criteria in the solution selection process.

Solution

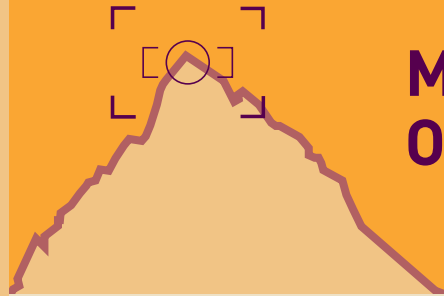
The city's Laserfiche® solution serves the City Secretary's Office, the Police Department, Purchasing, the Municipal Court and the Finance Department, including integrations with the police RMS and a planned integration with HTE® in Finance.

Benefits

- More than 2 million pages of records in a secure, accessible digital archive
- Faster responses to open records requests for the City Secretary
- Secure desktop access to case records for Police Department investigators
- Easier verification of payments and balances for Municipal Court staff

Laserfiche Components

- Standard Server
- Quick Fields™
- WebLink™
- Audit Trail-Standard™
- E-mail Plug-in™
- Snapshot™



Making a Molehill Out of a Mountain

“No one would want to go back to the way things were. It not only makes them significantly more efficient, it also enables them to handle tasks that seemed impossible before.”

Bob Weakley, System Administrator
City of North Richland Hills, Texas

The Challenge

The City of North Richland Hills, Texas, strives to be the City of Choice in the Dallas-Ft. Worth metro area. Recognizing that success depends on providing great service while conquering costs and complexity, officials came together to launch a citywide document management project to support their mission.

Undaunted by the scope of their plan, the city forged ahead, quickly but methodically. The city's digital repository already manages **over 2 million pages**, and they've completed several integrations with other systems—all in less than a year. System Administrator Bob Weakley describes the how and why, and shares a glimpse of what's next for his city.

The Situation

Always seeking new ways to improve internal processes and the quality of public service, city leaders zeroed in on the proliferation of paper files. Tasks related to storing and protecting paper documents were expensive and complicated. Managing e-mail requests for public records added another layer of complexity.

A task force, spearheaded by City Secretary Patricia Hutson, Police Records Manager Dianne Eagleton and Court Administrator Debbie Durko, began investigating more efficient alternatives. Their research, including visits to cities with document management solutions in place, convinced them that going digital could be a high-impact initiative with **benefits for the entire city**.

The task force considered all the angles: systems integration, deployment speed, and the necessity of choosing a system that staff would actually like to use. After issuing an RFP and performing extensive reviews, the task force chose Laserfiche and got started.

The Solution

The task force turned to the IS Department at implementation time. Director Kyle Spooner recruited Bob Weakley, an experienced IT staffer and GIS manager, to turn the task force's plan into a practical solution.

"After meeting with each department, we decided to start in the City Secretary's Office and follow that with the Police Department, Purchasing, the Municipal Court and Finance," Weakley says. "We agreed that the City Secretary and Police Department had the greatest needs. In particular, they each needed **better ways to respond to open-records requests.**"

Ms. Hutson and her staff began scanning ordinances and other records into their document management repository. Among the first benefits they realized was the ability for authorized users to e-mail documents to other departments and citizens requesting information.

"During this phase, the City Secretary established a procedure for responding to open-government requests. It enables us to fulfill requests to the letter while **maintaining complete control** over documents, such as personnel files, that are not to be made public."

The importance of usability became evident in this period, as the implementation moved into the Police Department. Veteran detectives, worried that the new system would force them to abandon familiar ways of working, weren't shy about voicing their concerns. "We ran into a pretty good amount of resistance," says Weakley, "but we stayed our course."

The new system soon proved its usefulness to the detectives' satisfaction. "The breakthrough came when the

detectives discovered that the new system would help them get going with their cases every day."

The system was able to allay the investigators' concerns largely due to the efforts of Ms. Eagleton, who quickly found ways to **streamline management of case files**, including those coming in overnight. She and her clerks now prepare those files before detectives arrive each morning. "Thanks to an integration with our Tiburon® system, the Laserfiche file even includes digital copies of all case-intake screens," Weakley adds.

The Municipal Court has also realized the benefits of interoperability. Integrated with their citation and handheld ticketing systems, Laserfiche extracts information from both sources and allows court staff to **verify payments and balances instantly** upon receiving requests.

The Finance Department is planning an integration with its HTE accounting package to deliver similar benefits to its clerks and managers. When that integration is complete, authorized Finance Department users will be able to review invoices and supporting material from a single, unified software interface.

Summing up the results of the city's full-on approach to document management, Weakley says, "The people who have gone digital definitely take more pride in their work now. Momentum is another reason to move quickly. Everyone talks about it. **Everyone who doesn't have it yet is clamoring for it.** We even have other municipalities contacting us. They want to know how they can get on our track."



Your Next Step

Call (800) 985-8533 to arrange a demonstration. To request a free demo CD or take an online product tour, e-mail info@laserfiche.com or visit www.laserfiche.com/localgov.

About Laserfiche

A resource for over 21,000 organizations since 1987, Laserfiche creates simple and elegant document management solutions that help organizations run smarter. Dedication to customer-driven innovation has built a suite of products and services that address organization-wide business problems from executive, records management, information technology and end-user perspectives. Laserfiche manages mission-critical information in local, state and federal agencies; financial services firms; healthcare organizations; educational institutions; and other public- and private-sector organizations around the world.

3545 Long Beach Blvd.
Long Beach, CA 90807
USA
Tel: (562) 988-1688
Fax: (562) 988-1886
www.laserfiche.com/localgov
info@laserfiche.com