Integrating Document Management and Workflow Technology

Marina Neumaier, City of Novi

On August 11, 2008 the City of Novi deployed the OnBase Enterprise Content (ECM) Workflow and Document Management solution developed by Hyland Software, Inc.

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Their Challenge

- Needed an enterprise-wide document imaging solution
- Accounts Payable Department
  - Automate business processes to comply with government mandates
  - Meet state-mandated document retention requirements
  - Reduce need for off-site document storage
The Process Before their Solution

- A “Paper World” – Bulging at the Seams
- Costly off-site document storage & retention
- With our ECM solution, Novi has improved the speed of access to accounts payable documents by providing instant access to invoices, supporting documents, records, and reports throughout our organization.

Workflow Overview

- Workflow is an electronic document routing system that enables users to process work more efficiently, faster, and more accurately than with traditional paper processing. Workflow streamlines collaboration and accelerates the completion of critical business tasks. Additionally, OnBase Workflow easily integrates with the City of Novi BS&A financial applications and automatically cross references purchase orders and check copies with paid invoices. We no longer have to spend hours filing paper copies or paying to store accounts payable files off-site.

With Workflow......

- We were able to define and configure document states, rules, actions, and life cycles. Workflow instantly routes documents through the business process as each stage of user or system work is completed within a queue. We have also integrated with OnBase Web Server so the benefits of OnBase e-forms can be made available via the Internet to users throughout the City regardless of their location. Non-OnBase users can securely submit e-forms for mileage reimbursement, conference and workshop requests as well as expense reports. These forms are validated at the point of submission to ensure completeness and data standardization. Because data is entered electronically, information can be disbursed to its proper destination immediately.
Application Enabler

- Provides instant access to supporting documentation
- Eliminates manual retrieval of documents
Streamline Processes

- Reduced a day-long process to a 5-minute task
- Improved productivity by eliminating low-value manual tasks
- Previously Involved:
  - Matching each check to associated invoice
  - Stapling and filing each

Email Notification

- Automatically emails documents to selected department head for approval
- Expedites process
- Promotes accountability

Overall Solution

- Eliminated costly future document storage and retrieval
- Enhanced constituent services
Future Expansion “Enterprise Vision”

- Engineering
- Human Resources
- Payroll
- Community Development
- Fire Department

Lessons Learned

- Engage key stakeholders up front
- Don’t take shortcuts in solution design

Can I get a Witness?

- “Just wanted to tell you how awesome OnBase was for a project I was working on yesterday with Linda Byrnes. She is gathering backup detail for a grant the Deputy Chief is working on. I showed her how to pull the data for each account from BS&A, and then we went into OnBase where she was able to pull copies of all the invoices and checks for the required grant period. It was GREAT.”
  - Patricia Cauchi
  - Analyst Planner
  - Novi Police Department
ECM is a Strategy, not technology

“Enterprise Content Management (ECM) is a strategy to capture, manage, store, deliver, and preserve critical information within an organization that exists outside of traditional databases.”

How it all Stacks Up!

“Unstructured data currently accounts for 80 percent of an organization’s overall information.”
How are you Managing?

Enterprise CONTENT Management

FOIA and Security Challenges

“The move from paper based to electronic constituent accessible records has been impeded by the presence of personal identity information embedded in the original documents. Managing the extraction of sensitive information is timely and costly... until now.”

Tools to Meet Challenges

- Document/Data Capture (Scanners, MFP Devices, Mobile Devices, etc.)
- Content Management (Images, Emails, EDI, Reports...etc)
- Workflow (Automation of Work Processing)
- Constituent Access and Security (Web, Sensitive Data Redaction, Kiosk Solutions)
- Seamless Integration to Core Application (App Enabler)
Call to Action: Tools for Procurement

Funding mainly through Grant programs:

- Law Enforcement Grants and Forfeiture Funds
- Broadband NTIA Grants
- Community Development Block Grants
- Title 1 Education Grants etc.
- GSA and STS Procurements - Hyland’s GSA Contract # GS-35F-4127D

Hyland Government Team Grants Service for 2009 (Free service to find and expose available grant monies to your Government organization)

Advanced Data Collection Tools

<table>
<thead>
<tr>
<th>Forms You Know Structured</th>
<th>Forms You Don’t Know Semi-Structured</th>
<th>Everything Else unstructured</th>
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<tbody>
<tr>
<td>Structured data</td>
<td>Semi-structured data</td>
<td>Unstructured data</td>
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<tr>
<td>Known page layout</td>
<td>Tabular data</td>
<td>Tabular data</td>
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<tr>
<td>Consistent formats</td>
<td>Variable formats</td>
<td>Complex/multi-page documents</td>
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<tr>
<td>Good quality documents</td>
<td>Good quality documents</td>
<td>Variable quality documents</td>
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Invoice Automated Capture

- Processing millions of accounts payable documents
- Accelerating the process, resulting in significant improvements in accuracies

Department of Veterans Affairs
Workflow Management

- Workflow
  - Route “work” between people and systems
  - “Work” can consist of:
    - An instance of a task or event
    - Documents (in or out)
    - Report Data (or rows of data)
    - Human Provided Data (e-form, voice, etc.)
    - Other structured data (from other systems or DBs)
  - Business rules are configured and stored into the system
  - Database stores all work and rules
  - Reporting and benchmarking
  - Delegation, Escalation, Rendezvous

In-House vs. Outsourced Solutions

- SAS offerings (Software as a Service)
  - Minimal IT Involvement
  - Cost allocate across departments
  - Avoid costly and time consuming RFP processes
- Services as a Service (the other SAS)
  - Scanning (off-site, on-site or contracted staff)
  - Indexing (automated and manual)
  - Redaction as a service

Top - 10 Benefits to You

1. Immediate / secure multi-user access to files (15-30% gain in user productivity)
2. Workflow automates processes and provides workload balancing and better management
3. Improved security - Access to files is controlled by you
4. Audit tracking / accountability
5. Consistent and accurate capture, coding, and indexing of files
6. Make existing applications more effective (Application Enabler)
7. Improved communication between departments
8. Disaster recovery
9. Better customer service (making a difference in people’s lives)
10. Space savings
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<th>Questions/Answers</th>
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<td>Mike Hellebuyck</td>
</tr>
<tr>
<td>248-948-8100 x115</td>
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<td><a href="mailto:mhellebuyck@imagesoftinc.com">mhellebuyck@imagesoftinc.com</a></td>
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<tr>
<td></td>
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<tr>
<td>Michelle Segriff</td>
</tr>
<tr>
<td>248-948-8100 x171</td>
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