Trust Your Most Valuable Information Assets to the Experts

DATABANK IMX DELIVERS CADDO PARISH END-TO-END SOLUTION

CADDO PARISH

Caddo Parish, whose seat is located in City of Shreveport, Louisiana, is home to 260,000 residents. The Caddo Parish Clerk of Courts, which provides public access to court records and other legal documents, is the official record keeper for the Parish. Processing thousands of documents daily, the Clerk's Office serves both its citizens and the court system, including judges, attorneys, and police officers.

With the goal of improving public access to records, the Clerk of Courts identified the need to streamline the ways its 70 full-time employees processed, retrieved, and archived documents. Gary Loftin, the Clerk of the Courts, determined that an onsite document management solution was key to achieving that goal. At the same time, depending completely on revenue generated from fees for services set by the Louisiana Legislature, the Clerk's Office needed a solution that would be financially self-supporting.

THEIR OPERATION

The Clerk's Office processes mortgages and conveyances, marriage licenses, and business office administrative records; Courts and Justice Departments manage civil and criminal and court records – using a paper-based system. Because of the requirements for file retention, disaster recovery, and business continuity, the Clerk's Office was creating microfilm using a manual filming process. And although the Office had an imaging system in place, it was slow and cumbersome and not efficient enough to support the growing needs of the Parish.

CLERK OF COURT

ISSUES THEY FACED

The Clerk's Office needed a solution capable of processing approximately 3,000 incoming documents per day and converting millions of existing files. It was important that the solution be able to integrate with and image-enable their existing Case Management Software. The Office wanted to make images available by computer, both in the office and over the Internet. Finally, the solution also needed to provide controlled and secured access to information by the public. In addition to automating processes, the Clerk's Office knew they would need to continue to serve their customers while simultaneously implementing new workflow processes, hardware, and software. To ensure acceptance and use, Parish staff would require training.

WHY THE CLERK'S OFFICE CONTACTED DATABANK IMX

Over the years, Databank IMX and the Clerk's Office had discussed electronic imaging. Databank IMX, having provided microfilm services to the Office, was familiar with their existing operations and processes.

Leveraging their expertise in OnBase and its ease of configuration, their ability to rapidly deploy a solution, and their expertise in managing documents, Databank IMX was uniquely positioned to set up a prototype geared to the requirements of the Office and its Civil Court. In doing so, Databank demonstrated that they could deliver and deploy the desired solution, further building confidence and trust in DataBank IMX. But even more important than the software, the Clerk's Office recognized the importance of selecting a partner, highly skilled in managing documents and document processes, and a partner who could provide an end-to-end solution. The Clerk's Office selected Databank IMX, an authorized Platinum solution provider of OnBase Software from Hyland Software.

THE SOLUTION

The solution consists of three components: software, hardware, and services.

The software supports 225 OnBase concurrent and named users and includes modules such as Application Enabler which provides totally seamless integration to the Parish's Case Management System, a Kofax Capture Scanning module, COLD, Production Document Imaging, a Virtual Print Driver module, a Web Server, Document Export, CD Authoring, and Publishing.

THE SOLUTION CONTINUED….

The hardware side includes Kodak scanners, a Kodak Archive Writer for writing electronic data to 16 mm microfilm, Minolta reader printers, a Plasmon G Series Jukebox with 200 GB portable drives, and a Dell Power Vault RAID (image repository).

The services consist of integration and implementation of all of the components, training all staff, back-file scanning hard copy Conveyance books to 1950, back-file microfilm scanning of all Marriage License books, continuing service of Minolta digital reader printers, microfilm and processing, and full support of the OnBase system and all hardware components. With mission-critical applications such as those at Caddo Parish, ongoing service and support are key.

DATABANK IMX's IMPLEMENTATION APPROACH

Databank began by studying and analyzing the Office's current operations and engaging key players in the process, including the Clerk of Courts, Civil Court administrator, and the Office's Information Technology manager. Because OnBase is easy to configure and can be deployed quickly, Databank IMX was able to put together a proof of concept that in three months' of beta operation convinced the Clerk's Office that the solution would perform as promised - since this is a mission-critical environment, a beta period was warranted. After drafting proposals for the new system and back-file scanning of documents, Databank IMX rolled out the system, one department at a time in a logical phased approach to minimize disruption.

A POSITIVE IMPACT ON BUSINESS OPERATIONS

Employees work more efficiently because they can access documents from their desktops - without opening another application - and respond to telephone requests and provide service at the counter without delaying customers. The Clerk's Office retained its existing staff, and as employees moved from manual processes to the electronic imaging system, they were reallocated to more meaningful and higher level tasks that better utilized their experience and professional skills.

Finance and accounting processes have improved since the implementation of the DataBank IMX solution with consistent processing based on a set of pre-established processing rules which automate the flow and processing of work. System and document security is automatically controlled based upon pre-defined user privileges. This also allows auditors system and document level access to securely retrieve information over the internet, eliminating their need to go on-site. Documents remain available to other users, with appropriate authorization privileges, during the audit as the system supports multiple concurrent users.

The implementation of one solution that meets the needs of multiple departments lowers the cost of ownership - the initial investment made in one department is leveraged across all other departments. Administrative costs are lower as IT staff needs to learn and support only one system for all departments. To reduce reliance on outside professional services, the Office's IT manager was trained to handle much of the OnBase administration, configuration, and troubleshooting.

Constituents within the Parish can access documents from the Clerk of Courts Web site based upon pre-determined document authorization. Registered customers pay a subscription fee, and when they print or copy documents, the system calculates and applies charges to their account.

Customers no longer have to find the book and page they want and then request and wait for a copy; thus, as expected, customer satisfaction with the new system has improved. Many find they no longer need to go to the Courthouse to conduct business. Approximately 400 users have registered and subscribed to online access of the system. Some department sites may have as many as 100 constituents accessing the site at one time.

WHAT THE CLERK'S OFFICE SAYS ABOUT THE SOLUTION

The Civil Court gives the delivery, deployment, and solution a high satisfaction rating. As they look to the future, their development plans include providing documents and retrieval software on CDs allowing users to search and retrieve documents as if they were signed on to system.

"DataBank IMX has assisted our office in becoming the most technologically advanced Clerk's office in the State of Louisiana. DataBank IMX has made our motto, 'Where the Public comes first' not a statement but a reality." states Gary Loftin, Clerk of the Court.

About DataBank IMX

DataBank IMX is the premier national provider of high quality digital services and imaging systems and solutions with production and service facilities across the United States and business and technology partners worldwide. As a leader in this industry, DataBank IMX keeps pace with the rapid changes in technology, offering proven solutions and services that are of the highest quality available, while retaining the importance of their primary focus: DataBank IMX clients and their complete satisfaction!