NUANCE

The experience speaks for itself™

CITY GOVERNMENT INDUSTRY

City of Wichita

Improving access to city information

CHALLENGE

- Reduce reliance on heavily-used standalone scanners to eliminate problems caused by long lines and excessive lag time to scan paper documents
- Provide better interdepartmental and public access to records for increased convenience and efficiency
- Convert paper-based workflows to digital workflows to reduce storage requirements and improve workflow efficiency
- Leverage existing IT investments in Equitrac cost accounting, Captaris RightFax fax server, and Laserfiche document management software

STRATEGY

- eCopy ShareScan® on 95 MFPs
- eCopy Connectors for existing document workflow softwares to integrate paper into electronic workflows

RESULTS

- Scanning directly to business applications has increased the value of the City's investments in Laserfiche, RightFax, and Equitrac
- Offering scanning to any office worker at departmental MFPs results in more documents being accessible in digital form
- Information is now accessible online to the citizens of Wichita, resulting in less need for telephone inquiries and in-person visits
- Software embedded in the MFPs is ideal for space-constrained areas of the City offices

ABOUT CITY OF WICHITA

The City of Wichita, located in South Central Kansas, has a population of 360,000. The City employs about 3,000 people in more than 50 buildings and 22 different departments, including the 13-floor City Hall. It is the largest city in Kansas and serves as the financial, transportation, and distribution center of the central Kansas region.

"eCopy is used every day in just about every business process throughout the City. And the public has significantly improved access to public records. It is hard to imagine how we managed before."

— **Melinda Walker**
Purchasing Manager
City of Wichita

CITY OF WICHITA WAS NEARING THE END OF ITS 5-YEAR COPIER CONTRACT...

and used this event as an opportunity to research the current state of office technology to determine what could be done to make its operation more efficient. Three opportunities were identified that could be addressed by leveraging new scanning technology available with copiers: reduce City employees' dependence on paper; make more information accessible to the public; and decrease the space required for paper storage.

While scanning technology had previously been available to city employees, there had been only one scanning station per department or division which resulted in long lag times, a disruption in workflow, and a decrease in worker productivity.

Offering scanning on its fleet of multifunction devices (MFPs) would help address the disruption of workflow across the City caused by paper documents, but only if two areas could be addressed: ease of use and the ability to connect directly to other workflow technology investments the City had already made.

NUANCE

According to Melinda Walker, purchasing manager for the City, "We are a fast-paced organization and we needed more access to scanning to e-mail, into Laserfiche, and to our fax system. We also needed to ensure that copying and scanning costs were appropriately allocated to organizational cost accounting codes for accurate cost recovery. And it was important to us that the interface be easy to use and integrate well into our overall IT strategy."

Walker adds, "We were also looking for a way to give the public better access to public records and make it more convenient for them. This would reduce the number of inbound calls and visits to City offices."

THE CITY DETERMINED ECOPY COULD MEET ALL OF ITS REQUIREMENTS...

Of the 125 MFPs the City acquired, 95 feature eCopy ShareScan. According to Walker, "all of our departments and just about all levels of employees—clerical staff, managers, engineers, and other professional staff—are using eCopy ShareScan and most departments are using eCopy Desktop. Because it seamlessly connects to many of the basic tools we use to conduct business, it not only enhances our investments in those systems, but makes everyone much more efficient."

ALL OF THE CITY'S 22 DEPARTMENTS ARE NOW USING ECOPY...

the City has transformed many of its processes to modern, digital workflows. For example, when the Purchasing Department receives vendor bids and contract document, the staff scans them directly to the appropriate contract folder in Laserfiche, giving all departments access. "The Controller's office has been a real success story," adds Walker. "They have been able to eliminate eight to ten file cabinets by moving invoicing and payment documentation from paper to digital form."

The Police Department has placed all traffic accident reports online, providing easy access for the public and for insurance companies. Prior to placing these online, six to eight citizens came to the front counter of the Police Records Division each day to request copies of accident reports, and it could take a clerk as much as 20 minutes to process each request. Now accident reports are publicly accessible online, saving 50 to 60 staff hours per month.

"Ease of use and reliability were high on our criteria for an integrated scanning solution, and eCopy fit the bill on both accounts." says Walker. "It was also important for us to select a vendor who could demonstrate a good working relationship with eCopy. Between our office equipment dealer and eCopy, our training and implementation was fast and efficient, and the close relationship between the two gives us confidence that any issues that might arise in the future will be resolved quickly."