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Government

DuPage County Achieves Significant Reduction in Document Search and Retrieval Time and Labor Costs with Solution from Stellent and IDT



DuPage County is among the fastest growing counties in the United States. Located 15 miles west of downtown Chicago in northeastern Illinois, DuPage County is responsible for its 39 municipalities and several unincorporated areas, along with the sheriff's department, fire department, courts, jail, circuit clerk and the overall welfare of the general public. The immediate goals of DuPage County government include planning and implementing a countywide solid waste disposal method; implementing a storm water management program; and working to provide the types of human resources necessary for its growing population.

The County of DuPage required an upgraded solution from *FilePower*®, allowing them quick and immediate access to all information in the Supervisor's Assessors Office and the Data Processing department. Previously, county employees manually searched through an entire year of electronically indexed records in *FilePower*, in order to find one specific document. This tedious process slowed document retrieval time and, in turn, increased the information turnaround time between the County and its citizens. Employees needed easier access to citizen files, and the ability to search on multiple words and document types.

The County of DuPage needed a solution with quick retrieval time, to allow citizens the fastest and most secure access to their personal government records, property documentation and state tax files. County employees required the ability to search electronic records with one keyword search, rather than searching through multiple documents to retrieve the desired information.

The County of DuPage's upgrade to Stellent Imaging & Business Process Management (IBPM) began with the help of Stellent Platinum Advantage Partner Integrated Document Technologies, Inc. (IDT), of Itasca, Illinois. In the Supervisor's Assessors Office, for example, documents were indexed by year and further divided into 51 separate document types, such as senior exemptions, exemption certificates, court hearing files, house appraisals and property documentation, making for a complicated retrieval process.

SOLUTION HIGHLIGHTS

- Significant reduction in document search and retrieval time
- Converted over 50 types of documents to Stellent IBPM
- Over 60 concurrent users
- Initial solution conversion process took only three weeks

After the conversion to Stellent IBPM, 2/3 of these electronic folders were eliminated, significantly enhancing the County's document search and retrieval process. This folder reduction significantly increased retrieval time by reducing the channel that employees had to search through before finding their specific document. County employees can now search by any key word, including year, parcel number, name or docket number, instead of searching through an entire year of files to find one document.

"Stellent IBPM provides rapid access to archived documents eliminating the wild goose chases through file cabinets and electronic records, thereby increasing output and shifting user focus from paper to people."

- Cathy Conner
Supervisor of Assessments
Department Manager

IDT also implemented a new document capture software solution at the County of DuPage for document scanning and indexing, increasing the speed of document capture by 50 percent and reducing necessary key-strokes per page - in turn reducing labor costs.

Further streamlining was carried out in the Data Processing department, by implementing a new enterprise report management (ERM) system, consisting of over 1,100 report types. Prior to the actual conversion, the entire system was mapped out, eliminating duplicate records and reports within the system. These changes to the data management

infrastructure resulted in a revamped ERM system that is easier for County management to administer, and, simpler and faster for employees to locate needed information.

Other implemented pieces of the Stellent IBPM solution help organizations capture, process and store business content surrounding the delivery of goods and services to the marketplace and the general public. Stellent IBPM allows the County of DuPage to fully automate and securely manage the full range of electronic and paper-based information relating to its local Assessors Office. By automating this business process, County of DuPage now has immediate access to public correspondence, house appraisals, court hearing files and other government documents pertaining to this county, enabling employees the best tools for communicating with County citizens.

The Stellent IBPM solution also enables the County of DuPage to create new opportunities for more efficient and effective business transactions, while extending the value of their current investments by enhancing the communication process between its business processes and citizens. The Stellent IBPM product family revolutionizes the way the County of DuPage interacts with its citizens - by allowing immediate access to county information. It dramatically reduces customer response time to important areas, such as the circuit court, auditor or the coroner's office.

Future plans at the County of DuPage include allowing county citizens the ability to access their own documents via the Internet, in order to speed up the business processes of the County and its sectors. The County of DuPage is also considering enabling its nine townships with remote scanning capabilities, enhancing the volume and production of its entire Stellent IBPM system.

COUNTY OF DUPAGE

- County headquarters located in Wheaton, Illinois
- County of DuPage consists of nine townships, 39 municipalities and several unincorporated areas
- <http://www.co.dupage.il.us/>

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IDT, Inc. (www.idt-inc.com) helps mid-market firms achieve maximum efficiency through document imaging, workflow automation, ERP, CRM and line-of-business solutions. From pre-engineered IDT Pilot Packs™ that ensure quick return-on-investment, to phased and flexible integration of industry leading software applications, IDT places the power of scalable systems at the client's fingertips. Since 1992, IDT has provided a single-source knowledge base for system design, integration, customization and long-term support.