



I've been in information technology for a long time and have looked at many technical solutions for many business needs. It is gratifying to see one that just simply works; and with regard to the paper problem, KwikTag does exactly that. »

Jim Palopoli, Manager of HR Information Systems and Records – Lee County Government

kwiktag[®]

Digital Filing for the Enterprise

Lee County Government | Fort Myers, Florida

Customer Profile:

Lee County

Lee County Government provides a full complement of programs and services to the 500,000 citizens of the county and municipalities of Fort Myers, Cape Coral, Sanibel, Fort Myers Beach and Bonita Springs. These programs include county wide services such as Libraries, Public Safety, Public Transit, Regional Parks, Human Services, Veterans Services, Economic Development and the Visitor and Convention Bureau. Lee County Government has 2,300 employees and spends more than \$900 million annually on projects and services.

The Challenge:

Human Resource Records

Lee County's Human Resources Department was responsible for managing employee files. Each file grows progressively larger with the tenure of the employee, and includes paperwork on subjects like performance evaluations, Requests for Personnel Action, and bonus awards. The department was utilizing a "home-grown" imaging solution to convert these paper intensive files to digital records.

This process required single page document scanning, opening Adobe Acrobat, locating the employee folder and assigning an index of 'last name_first name_file type_date' as the method to locate a specific record. The filing process was then complete when the new record was inventoried in Excel. The data entry was time consuming, file sharing was difficult and the margin for error was high. The sheer volume of paper created a substantial and never-ending backlog.

Overview

Summary

To manage the immensity of personnel files, the HR Department needed an efficient, easy-to-use alternative to the cumbersome imaging solution already in place.

Departments

- Human Resources
- Planning
- Transportation
- 23 Others

Documents Scanned

- 2,300 Personnel Files
- 19,000 On-line Applications Annually
- All Existing Documents

Solution

- KwikTag Basic

The Solution:

Paper-to-Digital

Jim Palopoli, Lee County's manager of HR Information Systems and Records, initiated a project to find a new way to turn paper documents into digital files. Palopoli learned about ImageTag and the company's patented paper-to-digital product, KwikTag, through an Internet search.

Addressing Palopoli's concerns about scanning time, duplicate entries, and search capability; a KwikTag Basic System was installed working in conjunction with the existing Canon Image Runner 3300. KwikTag provided the patented tagging method and a shared repository for the digital files.

Stephen McDowell, the primary user filing new documents describes KwikTag as, "the most awesome product," and credits the software with accelerating his ability to manage incoming paper, which has freed his time to tackle a personnel records back-file.

KwikTag's unique capture method gives Lee County speed, capacity and project flexibility. Indexed KwikTag files are available on Lee County's distributed network, directly from the users' desktops.

After the success in HR, the County's IT partner, Atos Origin, recognized that other departments would benefit from Digital Filing. Further, the cost of supporting the home-grown legacy document repository was spiraling up while reliability headed down.

Atos Origin assigned a project manager the task of rolling out KwikTag across the organization. The rollout took 3 months to reach all of the county's 16 departments. As part of the project, transfer of all the current documents was accomplished.

Now hundreds of users search KwikTag's repository every day using Global Search. The feature combines the contact-only searches of the legacy repository with KwikTag's lightening-quick meta data searches.



Results

Time Savings and Staff Efficiency

Reduced staff time spent digitizing files by more than 50% at the same time doubling overall throughput.

Duplicate File Reduction

The employee ID-based auto-entry feature has made indexing files virtually error free.

Increased Confidentiality

Employee records are filed by ID number, so they can be available for public inspection without revealing personal information.

Better Organization

KwikTag enables multiple and instantaneous document views within a network file cabinet, managing files as secure digital assets rather than individual paper records.

Minimal Disruption of Work Flow

ImageTag, working with Lee County's technology provider Atos Origin, had the system up and running in less than two days.



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