



**Drive Excellent Public Service
Agency-Wide**

How Enterprise Content Management Serves Staff and Citizens

The phrase “do more with less” has proven more relevant than ever in the modern age. Local governments are facing growing pressure to provide high quality public service despite shrinking budgets and limited staff.

To provide quality public service, governments must have information at their fingertips in order to instantly answer citizen inquiries and requests. They also must minimize manual, repetitive tasks— like finding, filing and indexing documents—so they can focus more time on addressing the needs of the public.

Laserfiche enterprise content management (ECM) solutions help local governments provide information to the public faster and more cost-effectively than ever before.



60%

of city government respondents view ECM as central to data sharing and retention.



57%

of county respondents view ECM as central to data sharing and retention.



47%

of county governments trust Laserfiche ECM solutions.

BUILDING & PLANNING

Automate the permitting process and simplify access to GIS data.

CLERK'S OFFICE

Enable citizens to gain online access to public records, agendas and minutes.

COURTS

Free up staff time by automating case filing, e-filing and records requests.



DEPARTMENT OF REVENUE

Expedite processing and capture lost revenue by integrating Laserfiche with tax software.

DEPARTMENT OF SOCIAL SERVICES

Automate case management to ensure that applicants receive benefits as quickly as possible.

DEPARTMENT OF TRANSPORTATION

Streamline information exchange between office workers and workers in the field.

EMERGENCY MEDICAL SERVICES

Digitize medical records and 911 transcripts to cut down on misfiles.

FINANCE

Accelerate the capture, processing, review and approval of A/P documentation.

HEALTH & HUMAN SERVICES

Digitize health records to ensure patients receive timely access to quality healthcare.

HUMAN RESOURCES

Automate HR onboarding, simplify human capital management and securely manage personnel records.

INFORMATION TECHNOLOGY

Easily deploy, administer, maintain and integrate ECM with departmental applications across the enterprise.

LAW ENFORCEMENT

Securely share information with other agencies and officers in the field for a rapid response to threats.

LEGAL

Automate the creation, review and approval of contracts.

PUBLIC WORKS

Easily and cost-effectively scan and manage large blueprints, simplifying access to records from the field.

How Agencies and Departments Use Laserfiche

DEPARTMENTAL INSTALLATION

DOCUMENT IMAGING

Converting paper documents into a digital format.

DOCUMENT MANAGEMENT

Managing physical or digital documents throughout their life cycle, including acquisition, filing, access control and archiving.

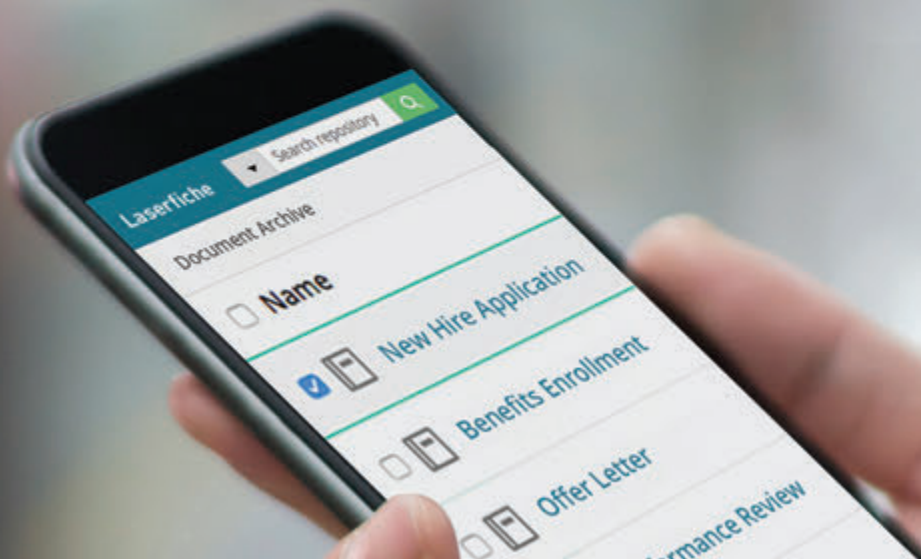
BUSINESS PROCESS MANAGEMENT

Applying workflow technology to repeatable processes in order to standardize and automate them.

LASERFICHE ENTERPRISE CONTENT MANAGEMENT

Managing all organizational content throughout its life cycle, including acquisition, filing, access control, archiving and—where applicable—BPM.

ENTERPRISE-WIDE DEPLOYMENT



Benefits of ECM

ECM at Work

By combining comprehensive document management functionality with powerful business process management (BPM), security and auditing tools, Laserfiche provides a solid ECM infrastructure that enables your organization to generate and protect revenue streams, manage valuable resources and mitigate risk across multiple departments and information sources.

Automate Collaborative Business Processes

- Provide around-the-clock access to **public records** request forms, allowing citizens to easily obtain copies of financial records, town meeting minutes, construction permits and more.
- Optimize **human resources** processes, such as employee onboarding, personnel action forms and benefits enrollment, by automatically routing electronic forms for staff review and approval.
- Streamline **building inspections** by scheduling them with an electronic form and providing contractors with instant access to inspection documents on tablets or mobile phones.
- Expedite **agenda management** by digitizing and automating the distribution of agenda packets.
- Streamline **contract management** by routing contracts for staff review and approval, tracking contract revisions throughout their lifecycle and receiving automatic notifications to renew or amend a contract.
- Improve **case management** by easily receiving, processing and filing documentation for financial assistance, medical care, public housing and more.

“ Sometimes it’s hard to convince different departments that they can all use the same system. But after the Laserfiche seed was planted in one department, suddenly all our departments wanted to know more. ”

Ed Yonker

Application Support Manager
Franklin County, PA

“ Implementing Laserfiche has led to faster distribution of information and an increase in data reliability. Citizens no longer have to wait in line to submit forms, and staff can now respond more quickly to customer inquiries. ”

Jakub Jedrzejczak
ECM Systems and Database
Administration Team Manager
Loudoun County, VA

Improve Information Access

- **Enable staff to easily find important information** by searching for specific words or phrases within document text, metadata, annotations and entry names.
- **Remove the need for time-consuming manual filing** by automatically indexing and filing incoming paperwork with enterprise capture and classification tools.
- **Protect confidential files** with granular, role-based security functionality that enforces information access rights for employees across the organization.

Promote Transparency by Making Public Information Instantly Available to Citizens

- **Deliver improved access to public records** while conserving time and resources.
- **Provide an easy-to-navigate, easy-to-use public Web portal** that supports standard Web browsers and can be viewed from a variety of mobile devices.
- **Customize the color, theme and look and feel of your public web portal** to match your existing website—without complicated coding.

Integrate with Primary Applications

Laserfiche's open architecture allows users across multiple departments to easily access archived content from a wide variety of applications. For example:

- **The Colorado Water Conservation Board** integrates Laserfiche with its GIS system, which allows the public to retrieve flood-related documents directly from a map.
- **Loudoun County, VA**, integrates Laserfiche with its Oracle ERP system to ensure countywide staff can easily access documents that support its daily work—without leaving the application they use the most.
- **Olmsted County, MN**, integrates Laserfiche with Northwoods case management software, allowing human services case workers to spend less time finding documents—and more time providing critical services to the public.

Reduce Risk with DoD 5015.2-Certified Records Management

- **Enforce consistent records policies** with a DoD 5015.2-certified solution.
- **Ensure that documents being moved between folders are protected from unauthorized modification** by enforcing VERS Classification Levels in documents and folders throughout the repository.
- **Auto-file newly created records** according to recordkeeping regulations and policies.
- **Automatically retain, transfer and archive records** based on record type.
- **Log all system activity**, providing an audit trail to prove adherence to your records management plan and compliance with regulations.

“Integrating Laserfiche with our ERP system exponentially increased our flexibility, integrity and efficiency.”

Chris Cartrett

Document Management
Coordinator
Town of Palm Beach, FL

“We needed an enterprise system. Our CIO had seen a demo of Laserfiche and thought it would work well for our countywide records management needs.”

Maureen Reynolds

Tompkins County Clerk
Tompkins County, NY



Laserfiche®

For State & Local Government

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About Laserfiche

Laserfiche Enterprise Content Management transforms how organizations manage information, automate document-driven business processes and make timely, informed decisions. Using Laserfiche, organizations can innovate how documents and unstructured information are processed and analyzed to achieve business results. Laserfiche provides intuitive solutions for capture, electronic forms, workflow, case management, cloud, mobile and government-certified records management. Since 1987, Laserfiche has been the trusted choice of more than 35,000 organizations worldwide.

Your Next Step

Read White Papers and Case Studies

laserfiche.com/slg

Schedule a Demo

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