DocuWare®

Rome/Floyd Records Program

The city of Rome and Floyd County are located less than an hour away from Atlanta, Georgia and Chattanooga, Tennessee. In fact, they are strategically situated in the heart of the Atlanta-Birmingham-Chattanooga triangle. The Rome City Government, Floyd County Government and the respective school districts created the Rome/Floyd Records Management Program in 1983 to provide safekeeping of the records created by the participating bodies. The Records Center is the outgrowth of this program and is located on the grounds of the Floyd County School District Central Office.

The idea for what eventually became know as the Rome/Floyd Records Center started when the Floyd County Government ran out of room in which to store their records. During the course of looking for a solution, they found that the Rome City Government as well as the two school districts shared their problem. In an unprecedented move, the four organizations decided to seek a common solution. The result was the Rome/Floyd Records Center.

Since 1983, the Rome/Floyd Records Center has been keeping documents for four main clients: The City of Rome Government, the Floyd County Government, The Rome City School District and the Floyd County School District. The Records Center keeps the documents that are created during the regular course of business, such as accounting files, general correspondence, personnel records, and student transcripts. Some files must be kept permanently, such as payroll registers and student records, while others may be destroyed after a five-year period.

While the Records Center alleviated the space problems its clients experienced, it made document retrieval cumbersome, but not impossible. The Records Center assigns and records a reference number to each document it receives before it is filed away. These reference numbers are shared with the clients and assist in the document retrieval process. To retrieve a document, the requestor must call the Records Center with the document's reference number. Once the document in question is located, the Records Center will do one of three things: fax a copy to the requestor, call the requestor with the information on the document or deliver the original to the requestor. For those requests that require the original, the Records Center has established a delivery service that brings requested documents to the clients two times each day.

While this arrangement worked in most circumstances, there are a number of situations where this process caused problems. For instance: requesting student transcripts. These requests are usually made when a parent walks into the office, and expects to be able to leave with transcript in hand. Unfortunately, because of the lengthy retrieval process, rarely could the parent walk out of the office

Industry:
Education and Local Government
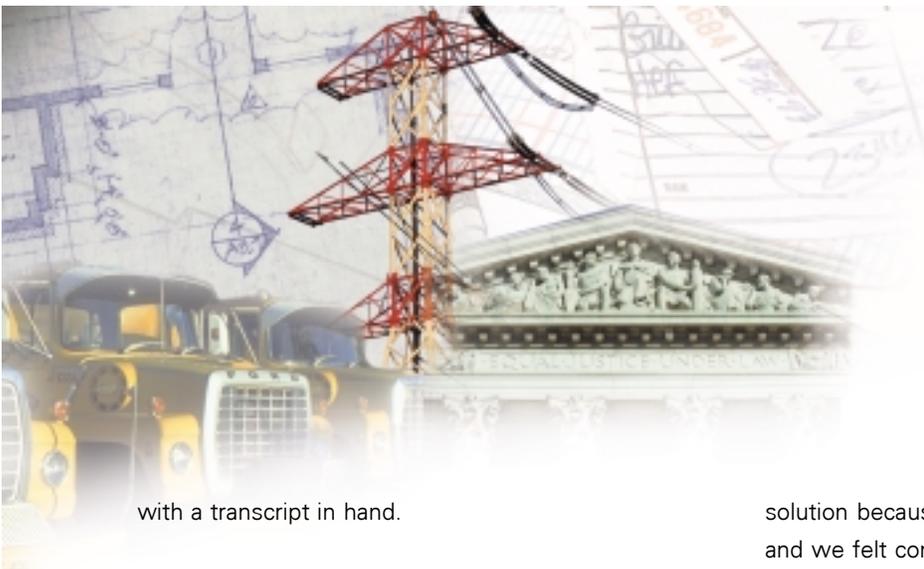
Application:
Records Management

The Problem:
Centralized record retention solved local space problems but made files difficult to access.

The Solution:
DocuWare document management system

The Benefit:
DocuWare makes documents available to employees for easy and fast retention.

with a transcript in hand.

For several years Steve Mull, Director of the Records Center, had been monitoring the document management industry. He knew that document imaging might be a solution that would allow his clients to retrieve some of the more frequently requested documents on their own. To cover the cost of a new solution, the Records Center picked up a few additional clients and put the revenue from these accounts into their document imaging fund. In 2000, the fund had reached a sufficient level and Mull started looking for a document imaging/document management solution.

The DocuWare Solution

To find a solution, Mull began contacting companies in his area. Datek, Ltd. was one of the companies contacted by the Records Center. Datek demonstrated the DocuWare solution for the Records Center. A key consideration in the selection process was how the solution would handle the transfer of images between the Records Center and its clients given that the Records Center's computers were not networked with their clients.

After seeing demonstrations from several companies and doing some additional research on their own, the Records Center selected the DocuWare solution presented by Datek. The DocuWare solution did not require that the Records Center computers be networked with its clients. Instead, the DocuWare solution included the CDMAKER module that would allow the Records Center to store documents on CDs, which could be sent to clients who could use them in a self-contained stand-alone retrieval mode.

The Records Center also selected the DocuWare

solution because, "we liked the product, the price and we felt confident about the support that Datek would provide," recalls Mull. "Because our computers are not networked with our clients, we needed a solution that made it easy for us to share the documents with our clients and the CDMAKER module accomplishes this goal."

The DocuWare solution met the Records Center's needs at a price they could afford. "DocuWare wasn't the least expensive system we looked at, but it wasn't the most expensive either. It was the system that could help us do what we wanted to do and that's why we bought it," said Mull.

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> *Director,*
> *The Records Center*

Because the Records Center employs just two people, they have had to prioritize the DocuWare applications they're working on. They've decided to put only permanent records in the DocuWare system and have chosen to start scanning documents based on applications that have the most frequent request
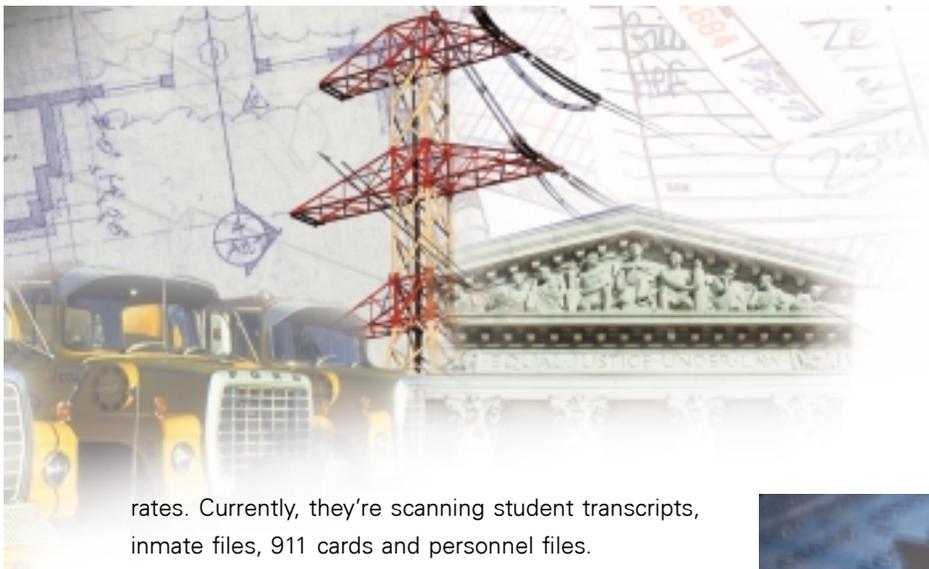
rates. Currently, they're scanning student transcripts, inmate files, 911 cards and personnel files.

DocuWare Results

Quick access to frequently requested documents – The student transcript application for the Rome City schools was the first complete DocuWare application. Now when the school receives a request for a student transcript, they simply open the DocuWare CD, type in the student name and the transcript is displayed on the PC monitor. From there it can be printed or faxed. "I talked with the administrator at the school district and she loves working with DocuWare because she can take care of these frequent requests on the spot. She can't imagine going back to the way we used to handle these requests," says Greg Helms, Assistant Director at the Records Center.

The success of this first application has reached the Records Center's other clients who are excited for their applications to be finished. Our goal is for our clients to be able to quickly retrieve the archived documents that they need so they can get on with the task at hand," says Mull. "DocuWare is helping us achieve this goal.

DocuWare works with existing computer systems – The DocuWare solution did not require the Records Center or its clients to do any major networking or computing overhauls in order to operate DocuWare. The departments that generate documents receive CDs containing only their documents. This streamlines the system and makes it even easier for the departments to use.

DocuWare is easy to use – Not only does DocuWare make finding a frequently requested document, such as a student transcript, fast and easy, but learning how to use the DocuWare software is easy as well. The Records Center trains its clients to use the system and has found that they receive very few questions after training is finished. "DocuWare is very easy to pick-up," says Mull." It was one of the things we liked about it when the solution was presented by Datek."

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> *The Records Center*

Long-term cost savings - The Records Center anticipates that they will achieve some long-term cost savings due to DocuWare. Once records have been moved to DocuWare and the application is up and running, the original documents will be destroyed. "While we'll always have some documents to store, we're hoping

to drastically reduce the amount of warehouse space we need to dedicate to document storage. Reduced space requirements translates into reduced costs for our clients," says Mull.

The Future

The Records Center is working just as fast as they can to scan records into DocuWare and hoping to complete additional applications in the coming months. They anticipate hiring a third employee to work full-time on scanning, which should help the Records Center complete additional applications.

"Our first application is a success," says Mull. "We're confident that with DocuWare, we've got a solid base on which we can move forward with our imaging and document management goals."

Tool Box:

Operating Systems: The Rome/Floyd Records Center runs on a Windows NT 4.0 Server

Database: RAIMA

Software: DocuWare 4.1

DocuWare Modules: CDMAKER

Scanner: Canon DR-3020

Storage: 5 - 5 Seagate 18GB, 70MB usable disk space