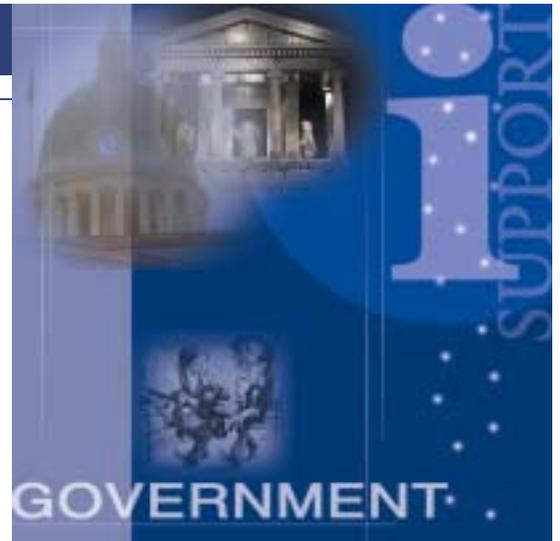


Air Pollution Control Agency California

Pollution control starts from within with paper control

Air quality agency cleans up its documents with LibertyNET



Client Situation

This key government agency is the air pollution control agency for a heavily populated four-county region. Their main challenge began in the records office, which was filled with documents.

“We had stacks and stacks of paper, rows of filing cabinets and shelves up to the ceiling loaded with paper,” said a spokesperson.

Requests for information went unfulfilled when documents couldn't be found. It was the Records Supervisor's job to create order out of chaos.

Liberty IMS worked with this agency to evaluate their current system and storage needs and specify a solution. The project began by turning paper to microfiche—10 million images in all. In 1990, optical storage became cost-effective for the agency, and they began scanning images for optical storage systems.

Liberty IMS Solution

Liberty IMS worked with the agency to maintain and improve the district's database, streamlining and enhancing record storage and retrieval. As the agency grew from a six-user environment to an 800-user system, continual

“We had stacks and stacks of paper, rows of filing cabinets, and shelves up to the ceiling loaded with paper.”

enhancements have been made over the years to the system to keep the client on the cutting edge of technology and running reliably. Liberty IMS assisted the agency with upgrading its technological infrastructure and enhancing services for both internal and external customers.

Using LibertyNET's web option, in-district customers can use their browsers to access documents directly. The LibertyNET system implementation also incorporates scanning, archival, storage, retrieval, Optical Character Recognition (OCR), and workflow components.

Using LibertyNET's powerful Application Builder, the agency's Records Supervisor is able to accommodate new users, new workstations and new workflow processes with ease.

LibertyNET's customization options have allowed the ability to create unique application environments between departments and users, as well as to tailor the agency's web component.

Client Benefit

This major agency implemented LibertyNET as an imaging solution to meet the changing needs of the organization. The new software implementation has improved the agency's access to the district's database, while streamlining and enhancing record storage and retrieval methods.

LibertyNET's customization options have allowed the agency to create unique application environments between departments and users, as well as to customize the web component for the public.

Requesting a document at the agency used to be an iffy proposition, taking from one to seven days. Sometimes documents couldn't be found at all. Today, the Records Supervisor can point to a 0 percent loss ratio and a two-hour window for fulfillment — though most document requests are turned around immediately.

Now, records are easier to find and manage, making the agency's business much more efficient. “Now, if you give it to us, we've got it, and we know where we've got it.”

For more information about how LibertyNET can help your company, contact us:

(714) 751-6900
sales@libertyims.com

