



DataMagine™ Enforces the Law of Efficient Filing and Retrieval

City of Marietta Police Department Eliminates Paper Crunch with Document Management System

Marietta, GA, northwest of Atlanta, boasts a growing population exceeding 50,000. Because of its closeness to Atlanta, however, the city's population does not reflect the daily activity in the community. Frankly, it swells. The city is home to an air force base, large conference center, major mall, numerous office parks and several corporate headquarters.

Like many similar communities across the country, the City of Marietta was faced with the challenge of managing an increasingly large number of records. On any given day, the city generates hundreds of vehicle accident reports, crime reports, arson investigation reports and water meter readings. The sheer number of records generated was overwhelming. It was easy to misplace or misfile paperwork. Something had to be done to streamline the recordkeeping.

New Approach

The City of Marietta needed a way to simplify the task of recordkeeping and determined a document management system was the answer. A committee reviewed several products and selected DataMagine, a document management system that not only captures and indexes external documents but also has scanning, storing, viewing, printing, faxing and document-flow capabilities. Moreover, the software can handle the extremely large volume of documents the city needs to store.

"We believe this product offers the best solution because of its ease of implementation," said MIS Director Gene Estensen. The city was already running an application suite by HTE on an IBM AS/400. The imaging capability of DataMagine was added without additional programming, so integration was seamless and remarkably fast.

The city installed DataMagine along with two scanners in its police department. This department was a top priority due to its particularly large volume of paperwork – vehicle accident reports, property incident reports, and crime reports.

For years, the police department generated documents on paper and filed them according to case number. When a person or organization requested a copy of a particular report, a city employee had to search the file cabinets to locate the document, make a copy of it, and then fax or mail it to the appropriate party. In many cases, that system proved to be inefficient – reports were misfiled, employees wasted time manually searching for documents, and case records were stored in so many different places that it was often difficult to retrieve them.

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DataMagine by Agilysys Centralizes Data Via an Easy User Interface

Success Story

"With DataMagine, the entire filing and retrieval process is streamlined," said Estensen. Employees simply sort the police reports by date and scan them as a batch, typically the day after the report is filed. Manual indexing of the documents is eliminated, because DataMagine automatically captures the appropriate indexes, such as case number, date, and officer's name, during data entry.

The department copies the files to an IBM 3995 optical jukebox each day for storage and makes a backup tape of the jukebox periodically for offsite storage. These tapes ensure that police department documents are safe, even in a disaster. The department is currently indexing all new accident reports and private property reports as well as scanning a backlog of reports.

User-Friendly Solution

Now, when a city resident, police officer or insurance company wants a copy of a report, it is easy to locate. An employee simply uses the case number, date or officer's name to query the HTE system, which provides all the information about the particular accident or incident. Then, using a single keystroke, the employee can access the report from the DataMagine database and print it on the specified network printer.

"Employees can locate the documents they need within seconds from their desktop computers."

– Gene Estensen, MIS Director

A primary benefit is the absence of a learning curve. Rather than learning a new program, employees simply add the power of image processing to their own familiar applications. Multiple users can work simultaneously within the same document and its supporting documents. The system supports everything from simple flatbed scanners to high-speed production scanners. The software also provides a user-friendly solution to the problem of entering data. "The DataMagine software doesn't require employees to become computer experts," said Estensen. "It's easy to use."

The new software has improved police department productivity, because employees no longer have to search the files for records. "Employees don't even have to leave their desks," Estensen said. "They can locate the documents they need within seconds from their desktop computers."

The document imaging software enables the department to keep track of all the information that pertains to a particular case – interviews, search warrants and evidence. That's a big help, especially when a case is open for weeks, months or even longer. "A crime that's reported today may not get solved until next year," said Estensen. "By that time, everyone has forgotten the history."

With DataMagine, the various components of each case are documented in one place. The department knows who was interviewed, how many search warrants were issued and the exact location of the evidence. "Nothing falls through the cracks," said Estensen.

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Down the Road

The City of Marietta plans to expand its use of DataMagine. Future plans include the fire department, which will use the document imaging system to keep track of arson investigation reports, employee reviews and training records.

The Department of Public Works also plans to store approximately 100,000 large-format drawings, which are currently outsourced, in DataMagine. Employees will be able to access the drawings according to project number, location and description.

The document management program has reduced paper flow, increased employee response time and improved department productivity – all of which translates into more efficient city government. "We want to serve our citizens in the best way we can, and DataMagine helps us do that," Estensen concludes.



Agilysys is a leading provider of enterprise computer solutions and document management software. Headquartered in Cleveland, Agilysys has offices throughout the United States and Canada. For more information, call 1-800-241-8768 or visit www.agilysys.com.

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