



## City of Kenora, Canada

### Customer Success Story-Government

#### Background

The City of Kenora is in Canada, with a population of 16,000. Before Questys Solutions Document Management System was installed, books were everywhere, in the building basements as well as off site. The piles of paper were mountainous and it was difficult if not impossible locating documents. The city knew they had to do something to create order out of that chaos.

#### Problem

Prior to installing Questys Solutions the city had a computerized records system. Searches were conducted with key words, but if an employee didn't have the right words – good luck! This system was inefficient and time wasting.

#### Solution

The City sent out a Request For Proposal and Questys Solutions dealer, the Winnipeg firm Mancomit, submitted the winning proposal. The city's number one issue was security, which was the deciding factor for choosing Questys. Questys' full text search, speed of retrieval and user friendliness were added incentives and the system was installed in August 1999.

"The implementation of Questys has greatly changed the way we manage our records. We are now completely paperless except for our permanent records. We still keep the hard copies. Hopefully we will soon be expanding to our Operations Department and Accounts Payables, budget permitting. Questys is an excellent product. Questys Solutions is a great company to deal with, especially with its great support staff," says Melissa Reynard, Records Coordinator for the City of Kenora.

#### About Questys Solutions

Questys Solutions provides an array of award-winning content management, knowledge management, document management, records management, document imaging, electronic workflow, and electronic agenda management solutions for use in a variety of business applications.

#### Overview:

"The implementation of Questys has greatly changed the way we manage our records. We are now completely paperless except for our permanent records. We still keep the hard copies. Hopefully we will soon be expanding to our Operations Department and Accounts Payables, budget permitting. Questys is an excellent product. Decision Management Company, Inc. is a great company to deal with, especially with its great support staff."

Melissa Reynard,  
Records Coordinator,  
City of Kenora