



City of Upland, CA

Customer Success Story-Government

Officially incorporated by the State of California in May of 1906, the city of Upland is located at the base of the San Gabriel Mountains. The growing changes of the 20th century have developed Upland into a residential and retail community, giving the city both a country and urban ambiance. The Upland Town Center has effectively retained its charm from the past, boasting antique stores, custom shops, fine restaurants, and a certified farmers market every Thursday evening, throughout the spring and summer months.

Qualified professionals at the city clerks office have made it their goal to maintain records of Upland’s past, present, and future. In combination with other city offices, they are committed to innovative processes, information management, and continued preservation of their city. Some of the duties maintained by the city clerk’s office include: managing the retention and retrieval of all official documents, providing budget and research support to the city council, updating ordinances, contracts, agreements, and preparing legislative agendas.

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Stephanie Mendenhall
City Clerk

Because the city handles such a vast amount of paperwork, it was vital for them to have a system of security and organization that would allow them to find any document at the drop of a hat. In 1990, the city of Upland experienced an earthquake measuring 5.5 on the richter scale. This resulted in landslides, blocked roads, structural damage and injuries. The earthquake forced city officials to evaluate the way in which their records were stored and backed up. It was in 1990 that the city clerk made the decision to implement the Questys Content Management solution as part of their disaster preparedness plan. When asked why the city felt they needed a content management system, Stephanie Mendenhall, city clerk, responded: “The city clerk at the time felt that with the amount of

records we had, it was taking a long time to manually search for things. Having it in a document imaging system would allow us to search for records that were permanent.” Prior to implementing Questys Solutions, the city of Upland utilized binders, storage boxes, filing cabinets, and archival boxes. “And it’s not to say that we got rid of those, because we didn’t. We still have those permanent, original documents because they are more historic than anything else.” says Mendenhall.

Currently the city utilizes Questys Enterprise, which allows users to scan paper documents, import and email electronic files, then OCR, edit, and store information in an electronic format for instant retrieval. The city has also implemented the Web add-on module which provides users with a virtual office that can be accessed from any location in the world. Using a standard internet browser, Questys Web provides for document generation, scanning, authoring, and search & retrieval. It empowers users to stay connected and access documents remotely.

Within their system, the city of Upland stores resolutions, ordinances, minutes, state reporting documents, and building permits. Questys Enterprise has also been utilized by other departments, within the city, as a means of obtaining documents normally kept at City Hall. “It has helped out with our Code Enforcement department, who used to come to our City Hall to pull permits. It has eliminated them from having to get into the car, drive down to our office, and look through our permit files. Because they are attached to the police department, their server is required to be stand alone. So we created a work station, in their office, for them to utilize. It has actually saved them quite a bit of time. Our Public Works department is in the same situation. Now they have access to the sewer plans without ever having to come down to City Hall” states Mendenhall.

The implementation of Questys Enterprise has decreased the time it takes to search for documents, saving the city of Upland valuable time and money. The use of Questys document management software has given the city of Upland the tools necessary to win awards for outstanding record keeping. In addition, the city now has piece of mind, knowing that their documents are secured and backed up in the event of any future disasters.

Overview:

Organization
The City of Upland

Location
Upland, CA

INDUSTRY
Government

NO. OF EMPLOYEES
40 using Questys

BUSINESS CHALLENGE
•Local government faced with effectively organizing a city’s past, present, and future records.

SOLUTION
•Questys Enterprise: an intelligent and flexible electronic document management solution designed to improve productivity by simplifying the process of filing, storing and retrieving files.
•Questys Web add-on module: provides users with a virtual office that can be accessed from any location in the world.

RESULTS
•Searchable database has allowed employees quick access to the information they need.
• Questys Enterprise database has provided a means for file backup; thereby, increasing security and disaster recovery preparedness.
• Improved employee productivity and efficiency.
• Questys Web add-on module has allowed sharing of information among various city departments.

