



County of Monterey, CA - Auditor/Controller Office Customer Success Story-Government

Background

Prior to installing Questys Solutions Document Management System, the Auditor/Controller's Office had 2 full room-length file cabinets filled back and front, boxes in a store room & more in storage. It was extremely difficult to keep up with the filing or find anything once it had been filed. Research was done manually and was very time consuming at best.

Problem

Each request for documents was submitted and on an "as time permitted" basis, the warrant clerk would search the files, then everyone's desk, and if still not found, file by file.

Solution

The county sent out an RFP, then demonstrations from the top respondents were given to a committee appointed by the C.A.O.'s office. Questys Solutions' staff had a great deal to do with their decision. Although the product itself was very user friendly, Questys Solutions' personal attention & quick response time were a great selling point. After awarding the contract to Questys Solutions, the county went live in January 2003. The system consists of Questys Enterprise Document Management Solution, Questys LegisStream, Questys WorkStream and Questys Web, with 8 scan stations, 40 authoring stations, 25 workflow and ninety search licenses.

"The implementation of Questys [Document Management Solution] and Questys LegisStream has changed the way we manage records. We are now able to cut down on storage space, save \$\$\$'s, man power hours for search and retrieval and improve accuracy rates for finding files. Research time has been cut down greatly," says Deanna Gunn, Accounts Payable Supervisor for the Auditor Controller Office in the County of Monterey. "We are hoping to expand the system into every department. Many departments have already made inquiries regarding scanning documents for departmental use. Questys has allowed the Auditor's Department and Information Technology to partner and bring our storage technology into the 21st century. As all Counties search for cost savings, I envision Questys as being a very strong component in their strategy. I would highly recommend this product to any organization looking for cost and labor efficiency."

Overview:

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