

Tulare County, CA

Case Study: Government

Situation

- Centrally located midway between San Francisco and Los Angeles, Tulare is one of the largest counties in the San Joaquin Valley with a growing population of 441,481.
- Home to Sequoia and Kings Canyon national parks.
- Geographically diverse regions have allowed Tulare County to become the second leading producer of agricultural commodities in the US.
- >>Visit the [Tulare County Interactive map!](#)

Problem

- Some departments within the county were utilizing a competitors document management system that was not scalable across departments, and required costly add-on modules. The actual stability of the system was seen as problematic: once databases reached a certain size, response time for searching was poor, making the system difficult to use.
- Many departments still utilized a paper filing system. Searching through cabinets, folders, and files was time consuming and inefficient.

Implication

- Continuing to store backlog documents in a centralized storage facility is costly and requires the county to invest valuable time driving to search through boxes.
- Document Management promotes many of the County's strategic plan organizational performance goals. Maintaining separate systems was not efficient or fiscally stable.

Need

- To improve efficiencies, the county wanted to move from multiple systems to one robust county-wide document management system. "It didn't make sense financially or for human resources reasons, to learn how to support and train people to use different systems" stated Ed Frankovic, project manager for Tulare County.
- "The County is doing everything we can to cut cost. A lot of people are being moved to other facilities and we're getting rid of leases. We want to free up storage space to create room for desks and reduce driving."

Solution

- The County of Tulare has realized time, financial, and employee productivity benefits by utilizing Questys Content Management, part of the MessageVision platform. "Questys has quite a few more capabilities than competition, is moderately priced, and has a mature automated agenda product" says Frankovic.
- Costs associated with document storage, retrieval, and printing have been reduced. Interdepartmental processes that used to take place on paper are all done through Questys now.
- Constituents have also seen benefits "The public especially likes the way we've integrated digital agendas with audio from Granicus."
- "Questys provides a complete transition path from paper to paperless. It meets the immediate need of imaging to get rid of paper but it has much more to offer including: advanced tools for automated imaging and filing using barcodes, text recognition and database linking. Ultimately, it provides the means for true document workflow and enterprise management where paper is no longer needed in many cases" stated Frankovic.
- Future plans include expanding document imaging, workflow and automated agenda into all county departments.

Overview:

HEADQUARTERS

Visalia, CA

INDUSTRY

Government

ACTIVE DATABASES

Board of Supervisors, Workforce Investment Board, Sheriff: Records and Business office, Public Defender, Resource Management Agency, Probation, Payroll, Auditor, Information Technology

CURRENT AND FUTURE PROJECTS

Human Resources, Assessor, Health and Human Services, RMA

"You need to really look at what you are trying to accomplish, you don't want to image for the sake of imaging. You really want to improve business processes. And for Tulare County, we want to promote our strategic business plan initiatives."

The ultimate goal is to have real enterprise content management where we're able to leverage the power of information to provide better support for constituents and internal programs. There are a lot of systems out there that you could use, but what Questys brings is an integrated content management collaboration and imaging solution."

Ed Frankovic
Project Manager, Tulare County

FOLLOW US ON



People More Productive

1401 N. Tustin Ave. Suite 230 | Santa Ana, CA 92705 USA
Main 877.362.6246 | Fax 877.440.1860
www.questyssolutions.com