



County of Merced, CA -Dept. of Public Works Customer Success Story-Government

Merced County is located in the heart of the San Joaquin Valley, the world's most productive agricultural area, and spans from the coastal ranges to the foothills of Yosemite National Park. The Merced County Department of Public Works (DPW) is a team of 200 employees. They are responsible for a number of public service divisions including Countywide Transit; Parks and Recreation; Roads; Fleet Management; the County Surveyor's Office; Solid Waste; Professional Services; and, Building and Safety. Over the years, the volume of paperwork generated by the seven divisions began to pile up. Merced County was quickly outgrowing its wall-to-wall filing rooms and off-site storage facilities and with no formal filing processes in place, the day-to-day management of public records and department files became a daunting task. In some cases, it could take an employee days or even weeks of manually searching through Merced County's files to locate the requested information needed for a court case or some other inquiry.

"Before, I would keep one to two years of correspondence in three lateral files in my office. Today, I just need one shelf for current correspondence."

Lupe Lopez
Administrative Supervisor
Merced County
Department of Public Works

Other departments within the County of Merced were suffering from similar circumstances and had begun automating their business processes to improve efficiencies. Leading the charge was Chief Deputy Clerk for the Merced County Board of Supervisors Lydia Beiswanger. Her team was using Questys® Enterprise and LegisStream® document management solutions to archive county records and departmental staff reports; and, manage County Board of Supervisors meeting agendas and minutes. Realizing the tremendous benefits this document management solution could bring to other departments within the County of

Merced, Lydia shared her technology gem with Lupe Lopez, administrative supervisor, for the Merced County Department of Public Works.

"Lydia suggested that I attend a Questys Conference and, after seeing the software in action, I knew that the DPW could benefit tremendously from its records management capabilities," said Lopez. "I was amazed by the speed at which documents could be stored and retrieved using Questys Enterprise and LegisStream. The product's user-friendly interface also made it an easy sell within my department and adoption spread rapidly."

Since deploying Questys Enterprise and LegisStream, the Merced County DPW has dramatically reduced the amount of required physical storage space. "Before, I would keep one to two years of correspondence in three lateral files in my office. Today, I just need one shelf for current correspondence," continued Lopez. "Employee productivity and efficiency is also vastly improved with the use of Questys. Now we can access up to three years of records with the click of a button and fulfill requests for records the same day and without having to retrieve files from storage rooms or off-site facilities."

Out of the gate, only five Merced County departments were taking advantage of Questys Solutions' document management software. Today, all of the county departments are using a combination of Questys Enterprise and LegisStream to retrieve and store documents and other important files. "We are so thrilled with Questys that we are working to share the results of our implementation with other county governments who are interested in incorporating a document management solution within their organizations," concluded Lopez.

Overview:

COMPANY

Merced County
Department of Public Works

HEADQUARTERS

Merced, CA

INDUSTRY

Government

NO. OF EMPLOYEES

200

BUSINESS CHALLENGE

Storage facilities were crammed floor-to-ceiling with filing cabinets and boxes; valuable workspaces were being used for document storage; lack of document retention procedures made it difficult to quickly and efficiently retrieve documents for court cases and other requests for information.

SOLUTION

Questys Enterprise & LegisStream: An affordable, easy-to-use and flexible document management solution that speeds and simplifies the process of storing and retrieving files.

RESULTS

- Reduced physical storage requirements
- Simplified record retention and retrieval
- Easy-to-use, searchable database for quick and accurate responses to requests for information.
- Improved overall business productivity and efficiency

