



## Missouri City, TX Police Department Customer Success Story-Government

### Background

Beginning in March 1999, the Missouri City Police Department began a 5-year project with an aim at accomplishing a paperless records system. The project implemented by the records division of the police department started with the task of imaging documents with Questys Document Imaging. This process involved scanning all the paper work attached to police cases.

### Recognition

The results of inputting reports and accompanying data ultimately streamlined the workload of the records division. At the same time, it made data readily accessible to users without the need to involve a records technician's assistance. What's more, it brought about some favorable publicity.

Missouri City's IT Department has received an Innovative Technology award presented by the Texas Association of Governmental Information Technology Managers (TAGITM), a statewide association comprised of information technology professionals from government agencies.

Credited with the vision for imaging the documents for the police department, IT Department Director, Sandra Stanley, commended the work of the records division for the tedious and laborious job it performed giving birth to a new mode of operation made possible with the SunGard HTE Interfaced DMC Questys imaging system.

"This is a great accomplishment," said TAGITM President Roy Stephenson, during the award presentation at the City Council meeting of September 15th. "This year the organization chose to offer a form of recognition to those member agencies demonstrating outstanding performance within their own jurisdiction," he said, noting that the achievements were "exemplary and singled out for the recognition award."

### Benefits

With the "paperless" system employed by the Missouri City Police Department, printing costs have been cut in half, filing cabinet purchases are no longer necessary for the police case records, and additional personnel for the records division will no longer be necessary. PD Records Staff is no longer working harder, they're working smarter!

### Overview:

#### **Missouri City Police Department Goes Paperless with Questys and Receives Statewide Innovative Technology Award**

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Roy Stephenson,  
President,  
Texas Association of Governmental  
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