

# SUCCESS STORY

## Los Angeles Department of Water & Power



"We had a 15-year old FileNet workflow application that needed upgrading to the latest generation of ECM technology. *Everything needed to change* – user interfaces, databases, document authoring and capture, application integration, batch processes, reporting, etc.

We called upon RGB to provide a turnkey solution because of their proven ability to bridge the gap between legacy FileNet software and the P8 generation of products. RGB designed a system and devised a phased approach to development and deployment that minimized our risk and enabled our staff to assimilate the new system with no interruption to our business. The new system delivers greater efficiency and provides a framework for easily extending our business process to external participants and stakeholders."

*-Andrew Virzi, Assistant Controller LADWP*

RGB delivers the highest quality of customer service and considers collaboration and communication key factors for success. As part of RGB's development process, RGB consultants take the time to understand and integrate each users' needs and work closely with each client organization to integrate training so that employees are comfortable utilizing new technologies.



### IBM FILENET ENTERPRISE CONTENT MANAGEMENT ROI

- Saves 35,000 man-hours every year by drastically reducing the time spent looking for information
- Reduces operating costs by more than \$1.5 million and adds a significant amount of incremental profit to the bottom line
- Delivers a 25% reduction in fixed costs

RGB offers a range of consulting services to implement IBM FileNet ECM and BPM solutions for government agencies:

- Turnkey Solutions
- Project Management
- Compliance Planning
- System Migration and Integration
- Project Mediation and Rescue
- Training & Mentoring
- Staff Augmentation



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**CLIENT:** Los Angeles Department of Water and Power  
**LOCATION:** Los Angeles, California  
**INDUSTRY:** Government, Utilities  
**SERVICES:** Enterprise Content Management Turnkey Solutions, Systems Integration

## OVERVIEW

The Los Angeles Department of Water and Power (LADWP) is the largest municipal utility in the nation, delivering water and electricity supplies to over 3.8 million residents and businesses in Los Angeles.

## CHALLENGE

The Los Angeles Department of Water and Power needed to upgrade their 15-year old legacy FileNet system to the latest ECM technology without impacting employees, workflow or day-to-day business operations. This required an ECM consultancy that had experience implementing both the legacy FileNet system and the new IBM FileNet ECM technologies.

***“Everything needed to change - user interfaces, databases, document authoring and capture, application integration, batch processes, reporting, etc.”*** says Andrew Virzi, Assistant Controller.

For such a comprehensive system upgrade, it was mission-critical to migrate the system without interrupting workflow while minimizing the impact on the staff.

## SOLUTION

RGB Projects had the knowledge and experience with both the legacy system and the new IBM FileNet ECM technologies to provide a turnkey solution that leveraged years of technical design and application development expertise.

Working closely with the LADWP team, RGB was also able to maintain most of the existing User Interface while essentially changing most of the system components which eased the workflow transition and minimized the impact on staff. “The technology is only successful if we understand and satisfy the users' needs. Communication with the client team is a key factor for success,” said Tom De Luca, RGB's Senior Consultant responsible for DWP.

## WORKFLOW & CONTENT MANAGEMENT STATISTICS

- A typical 1,000-person organization wastes more than \$11 million annually on manual document handling and management
- Average person loses up to 6 weeks every year searching for misplaced information at work
- 30-40% of a knowledge worker's time is spent on document-related tasks
- 25% of enterprise paper documents are misplaced and will never be located
- In an average enterprise with 1,000 knowledge workers, a reduction in content handling and search time by 50% translates to savings of:
  - \$3 million annually in time spent looking for and not finding information
  - \$6 million a year on time recouped

Source: IBM FileNet Content Manager Datasheet 07-07

## KEY BENEFITS ⊕

- ⊕ *Increased efficiency in billing enabling 50% more vendor discounts*
- ⊕ *Completed a major system migration without impacting the staff, delaying business or interrupting the day-to-day operations*
- ⊕ *Saved on equipment costs by upgrading existing workstations that had been obsolete*
- ⊕ *Reduced the costs and time associated with managing content*

