SUCCESS STORY

County of Santa Clara

Social Services Agency

"In one short year, RGB's leadership and expertise has taken the Image Document Management team to an advanced level of product and system knowledge. The new P8 Imaging environment enables the agency to attain our goal of a paperless case and expand the FileNet capabilities throughout the Departments. Even under tight deadlines and agency constraints RGB led the team to get the job done in a timely fashion."

-Dorothy Smith, Chief Information Officer

For the **County of Santa Clara–Social Services Agency**, RGB created a comprehensive migration plan that allowed SSA to develop and integrate to the new IBM FileNet P8 system without impacting the day-to-day operations of the agency. RGB also helped negotiate substantial IBM FileNet software licensing discounts to address State budget constraints.

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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OVERVIEW

The Santa Clara County Social Services Agency is a culturally sensitive and socially responsible public agency providing high quality, professional, financial, and protective services for residents of Santa Clara County. Serving a multi-cultural community of 1.7 million people, one of the largest in the state of California, the Santa Clara Social Services Agency had set a goal to become a paperless case agency.

CHALLENGE

The Santa Clara County Social Services Agency understood the environmental benefits of going paperless and realized that an enterprise-wide content management system would help the agency manage their case paperwork more efficiently, streamline workflow and operations, as well as reduce costs.

RGB was engaged to help the Santa Clara County Social Services Agency migrate their legacy Panagon Image Service to IBM FileNet P8 Content Manager, plan and deploy a Disaster Recovery solution, and train the SSA staff to help ensure the smooth transition and utilization of the new IBM FileNet P8 system.

SOLUTION

RGB created a comprehensive migration plan that allowed SSA to develop and integrate to the new IBM FileNet P8 system without impacting the day-to-day operations of the agency. RGB also helped negotiate substantial IBM FileNet software licensing discounts to address State budget constraints.

A comprehensive remote Disaster Recovery system was implemented with Image Services and P8 using near-real-time replication to ensure business continuity and State compliance requirements.

A large number of new scanning stations were also deployed in remote office locations and were upgraded to use barcode recognition. Santa Clara Social Services System Administrators, Business Analysts, and System Users worked closely with RGB consultants in the development and deployment of the new P8 system. Training classes were budgeted and scheduled throughout the implementation to ease the knowledge transfer and workflow transition.

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 ⊕

- ⊕ *Dramatically increased work efficiency and case processing due to 20 new scanning stations and automated document indexing*
- ⊕ *Significant cost savings on commercial space leased for case storage*
- ⊕ *Costs saved on additional outsourcing*
- ⊕ *Improved speed of access to case documents*
- ⊕ *Enhanced security of case documents*

RGB PROJECTS