



County of Grand Forks, North Dakota

Improving operational efficiency through electronic indexing

Benefits

- Electronic document management safeguards critical documents and information and enables quicker access
- Cross-departmental sharing of information cuts down on wasted efforts to locate information
- Web capabilities streamline business processes and increase user productivity

By implementing EMC[®] Documentum[®] ApplicationXtender[®], the County of Grand Forks has realized time savings, increased employee efficiency, and improved critical document security. These gains are setting the stage for future successes and potential revenues.

Business overview

The County of Grand Forks, North Dakota, is located in the eastern border of the state, 75 miles south of Canada. Located in the city of Grand Forks, the county's government offices serve the 66,000 citizens and support economic development of all businesses in the 1,400 square mile area.

Challenges

All records within the County of Grand Forks Register of Deeds office—including land deeds dating back to the 1800's—were kept in huge books and on microfiche. If county employees or citizens needed land deeds, they would need to travel to the county office and search for them by hand. The office had first installed an imaging system in 1996, but it was used primarily for new deeds. When a devastating flood in early 1997 destroyed many county buildings and forced the evacuation of nearly 90 percent of the population, almost every county document was flood-damaged. To salvage the documents, the county loaded the documents onto freezer trucks and freeze-dried them. The documents were then sent to Texas for treatment to prevent mold and decay. When the documents were returned after treatment, they were very brittle, and the county knew the documents would eventually disintegrate with normal handling.

EMC solution

In order to enhance its imaging and document management system, as well as to provide secure storage for the documents in the event of future disasters, the County of Grand Forks decided to use EMC Documentum ApplicationXtender, ApplicationXtender Image Capture, and EMC DiskXtender[®]. ApplicationXtender Image Capture scans the brittle deeds, as well as new deeds, in batches. ApplicationXtender then organizes and retrieves the digitized documents using the county's internal network. DiskXtender, in turn, stores the documents using a 20-slot optical jukebox and a 156-slot optical jukebox.

Business profile

County of Grand Forks, North Dakota

Serves 66,000 citizens and supports economic development of all businesses in the 1,400 square mile area

Industry

Government

Geographies

Grand Forks, North Dakota

Business solution

Document management,
transactional content management

EMC products

EMC Documentum
ApplicationXtender, EMC
Documentum ApplicationXtender
Image Capture, EMC Documentum
ApplicationXtender Web Access,
EMC DiskXtender

Deployment summary

EMC software products provide the County of Grand Forks with time savings, increased employee efficiencies, and allow the county to deliver better customer service to its citizens.



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Customer Profile
H3458

This scanning, indexing, and storage solution not only safeguards the data, but makes it more accessible to county employees and citizens. Before, documents were retrieved from large cumbersome books, a process that could take hours. Now, information can be accessed within a few minutes.

Positive response leading to additional content and storage management solutions

As a result of efficiency improvements in the Register of Deeds office, most other county departments—including the recorder's office, taxation, veterans services, social services, courts, and sheriff's department—have also turned to ApplicationXtender to better manage and access information. In addition, Grand Forks added ApplicationXtender Web Access to provide browser-based access for employees within the court system.

After deploying ApplicationXtender, several agencies are now able to share data to improve county-wide services. For example, the Register of Deeds office shares information with the tax departments to help ensure correct property tax billing. The sheriff's office shares information about ongoing investigations with the State's Attorney's office, increasing judicial efficiency.

Offering services to citizens and businesses through the Web

Now the county is launching a new service using ApplicationXtender Web Access. For a nominal fee, banks, lawyers, and real-estate agents will be able access the system via ApplicationXtender Web Access. Once logged on, these users will be able to search for, view, and print recorded documents from their own offices, and improve their ability to serve their customers in such areas as title searches, refinancing, and loan applications. This service will help Grand Forks businesses streamline processes and increase user productivity.

Summary

The Register of Deeds and other county offices have saved time and have increased employee efficiency by implementing ApplicationXtender. Once documents are scanned, searches are done via computer and documents are retrieved within minutes, compared to laborious and multiple hour-long searches through paper files and logbooks. Therefore, county employees can provide better services to the citizens of the county at a lower cost. Critical county documents are also better protected in the event of a disaster. Additional benefits come from the ability to share data and documents across departments. Previously, since sharing information was difficult, employees would duplicate efforts to gather information, and keeping data changes in sync was virtually impossible. Now, since departments can easily share information, there is a reduction in wasteful effort, and information is always up-to-date. Finally, the new self-service web option will enable the county to easily pay for ongoing maintenance of the system, as well as potentially add to county revenues.

About EMC

EMC Corporation (NYSE: EMC) is the world's leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC's products and services can be found at www.EMC.com.