DRIVE EXCELLENT PUBLIC SERVICE

Across Your Enterprise

Run Smarter®

Laserfiche®

HOW ENTERPRISE CONTENT MANAGEMENT
Serves Staff and Citizens

Over the last few years, the phrase "do more with less" has proven to be more relevant than ever. Local government organizations are challenged with providing high quality public services with smaller budgets and fewer employees.

Great public service depends on having the information at your fingertips to immediately answer citizen inquiries and requests. It also depends on redirecting resources away from repetitive manual tasks like finding, filing and indexing documents to tasks that provide value and increase revenue generation.

Laserfiche enterprise content management (ECM) solutions help local governments provide and process information for the public faster and more cost-effectively than ever before.

" We started by using Laserfiche to automate agenda management, and then we moved on to HR onboarding. Now, builders and residents can submit permit applications and documents online—which saves time and generates revenue, too."

Christine Curtis, Assistant Town Manager
Brownsburg, IN

DSS

Automate case management to ensure that applicants receive benefits as quickly as possible.

Building & Planning

Automate the permitting process and simplify access to GIS data.
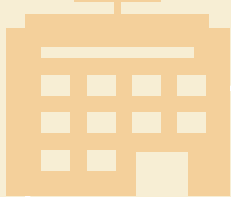
Legal

Automate the creation, review and approval of contracts.

Finance

Accelerate the capture, processing, review and approval of A/P documentation.

IT

Easily deploy, administer, maintain and integrate ECM with departmental applications across the enterprise.
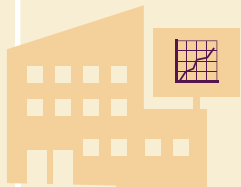
Tax

Expedite processing and capture lost revenue by integrating Laserfiche with tax software.

HR

Automate HR onboarding, simplify human capital management and securely manage personnel records.

Laserfiche®
Serving State and Local Government

Clerk's Office

Enable citizens to gain online access to public records, agendas and minutes.

Public Works

Easily and cost-effectively scan and manage large blueprints, simplifying access to records from the field.
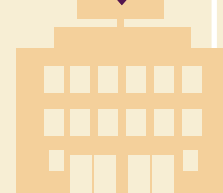
Police Department

Securely share information with other agencies and officers in the field for a rapid response to threats.

EMS

Digitize medical records and 911 transcripts to cut down on misfiles.

Courts

Free up staff time by automating case filing, e-filing and records requests.

BUSINESS BENEFITS
Agile ECM in Everyday Use

ECM at Work

By combining comprehensive document management functionality with powerful business process management (BPM), security and auditing tools, Laserfiche provides a solid ECM infrastructure that enables your organization to generate and protect revenue streams, manage valuable resources and mitigate risk across multiple departments and information sources.

Provide Public Access to Information with Dynamic Web Portals

Integrate with Primary Applications

Automate Collaborative Business Processes

Improve Information Access

Reduce Risk with Records Management

Improve Information Access

▸ Gain a single point of control over all information assets throughout their life cycles.

▸ Quickly and easily access, add and update information in Laserfiche, regardless of format.

▸ Remove the need for time-consuming manual filing by automatically indexing and filing incoming paperwork with enterprise capture and classification tools.

▸ Protect confidential files with granular, role-based security.

" It's our goal to have Laserfiche installed on every desktop in the city. It will be used as often as our e-mail client."

Carrie Duckett
Information Technology Coordinator
Shakopee, MN

Integrate with Primary Applications

Laserfiche's open architecture allows users from multiple departments to easily access stored content within a wide variety of applications. For example:

▸ **Bakersfield, CA,** has integrated its ERP system with Laserfiche so that work crews can create "graffiti mug shots." Police use the mug shots to arrest repeat offenders, and prosecutors use them to recoup cleanup costs.

▸ **Elkhart County, IN,** has integrated Laserfiche with ESRI ArcGIS to build "What's in My Back Yard" (WIMBY), a public-facing tool that provides information on community threats such as sexual offenders' residences and former meth lab sites.

▸ **Collin County, TX,** has integrated Laserfiche with its RT Lawrence receipt processing system so that property tax receipts can be processed faster, saving millions of dollars in lost interest.

" Integrating Laserfiche has helped us break down silos."

Tom Charkut
IT Software Services Manager
Lakewood, CO

Reduce Risk with Records Management

▸ Enforce consistent records policies with a DoD 5015.2-certified solution.

▸ Automate life cycle management for document creation to final disposition.

▸ Implement transparent records management to suit the requirements of each department while preserving original records within a records manager's domain.

▸ Log all system activity, providing an audit trail to prove adherence to your records management plan and compliance with regulations.

▸ Ease e-discovery requests with enterprise search that enables users to instantly find the information required for litigation.

" Laserfiche provides a standard methodology for administering state-mandated retention requirements for all records, as well as an audit trail for disposition—and all this is transparent to the user."

Margaret Anderson, Records Manager
Collin County, TX

Provide Public Access to Information with Dynamic Web Portals

▸ Provide an easy-to-navigate, easy-to-use public Web portal that supports standard Web browsers and can be viewed from a variety of mobile devices.

▸ Allow documents in your public portal to be located from Web search engines the same way as other pages on the Internet.

▸ Deliver improved access to public records while conserving time and resources.

" With Laserfiche, we now have 12 departments pushing out information through seven municipal Websites."

Tony Neumann, IT Director
Oshkosh, WI

Automate Collaborative Business Processes

‣ Automate complex multi-departmental business processes including: AP processing, case management, contract management, permitting and HR onboarding, among others.

‣ Digitize and automate the agenda creation and distribution process.

‣ Retrieve information from databases and third-party applications to automate filing, indexing and processing.

‣ Trigger Laserfiche Workflow activities from third-party applications such as GIS, ERP and others.

‣ Ensure adoption and minimize training with Laserfiche's user-friendly, Windows-like interface.

“ By digitizing applications and automating the approval process, we have significantly improved crisis response time."

Catherine Fair
Director of Energy Assistance Programs
Community Action Partnership of Ramsey and Washington Counties, MN

BUILDING A FOUNDATION
for End-to-End Information Management

Adding Laserfiche ECM to Your IT Infrastructure

Every department and business unit has its own unique needs. As an IT professional, your challenge is to ensure that their needs are met without adding undue complexity to your organization.

Although there are benefits associated with departmental installations of ECM, the enterprise—and the IT department—benefits most from implementing ECM as an infrastructural technology that provides information, auditing and business process management enterprise-wide.

By deploying Laserfiche as a foundational component of your organization's technical infrastructure, the IT department can quickly and easily configure solutions to meet multiple departments' needs. With Laserfiche, you provide a standard systems architecture and methodology for managing all types of content across your organization—allowing your department to focus its resources and maximize its expertise.

Furthermore, with its intuitive, Windows-like user interface, Laserfiche is easy to use, simplifying change management and ensuring a smooth enterprise roll-out.

> **"** Sometimes it's hard to convince different departments that they can all use the same system. But after the Laserfiche seed was planted in one department, suddenly all our departments wanted to know more."
>
> **Ed Yonker**, Application Software Support
> Franklin County, PA

The Evolution of ECM Across the Enterprise

Document Imaging

Converting paper documents into an electronic or digital format.

Document Management

Managing documents (physical or digital) throughout their life cycle, including acquisition, filing, access control and archiving.

Business Process Management

Applying workflow technology to repeatable (and in this context, content-related) processes in order to standardize and optimize them.

Laserfiche Enterprise Content Management

Managing all organizational content throughout its life cycle, including acquisition, filing, access control, archiving and—where applicable—BPM.

Departmental installation •• ▶ Enterprise-wide deployment

The Importance of Flexibility and Control

Laserfiche provides an ECM standard that enables you to quickly and easily solve various groups' information management challenges because it provides **central control** alongside **local flexibility**.

With Laserfiche, the IT department establishes enterprise-wide content standards and security policies, while at the same time giving individual departments the ability to store information and configure business processes according to their specialized needs.

An Agile Enterprise Infrastructure

SMARTER OUTCOMES

Publication and Distribution	Enterprise Risk Management	ROI for Repeatable Processes
Enterprise Information Portal	Personalized Interfaces	Value Creation

VALUABLE CAPABILITIES

Transparent Records Management	Business Process Management	Enterprise Classification
Enterprise Search and Retrieval	Auditing	Information Life Cycle Management
	Document Capture and ETL	

AGILE FRAMEWORK

By serving as the universal repository for all organizational content (including paper, forms, audio/video files, e-mail, etc.), Laserfiche ECM provides a single point of control for complete life cycle management.	By acting as integrative middleware that links into legacy systems and line-of-business applications such as GIS, CRM, ERP and more, Laserfiche ECM allows users to access information in the manner and environment in which they are most comfortable.	By serving as an enabler of shared services, Laserfiche ECM eliminates data silos and automates cross-functional activities, accelerating collaboration and data processing.

" Laserfiche ECM helps my staff work more efficiently, because I establish central rules that are then administered by individual department heads."

Caren Skipworth, Chief Information Officer
Collin County, TX
Winner, Texas CIO of the Year, 2009

Since 1987, Laserfiche has used its Run Smarter® philosophy to create simple and elegant enterprise content management (ECM) solutions. More than 32,000 organizations worldwide—including numerous federal, state and local government agencies and departments—use Laserfiche® software to streamline document, records and business process management.

By digitizing paper archives, Laserfiche enables users to instantly pinpoint the information they need, collaborate more effectively and complete daily tasks more efficiently. Secure Web access allows governments to easily share information with other agencies and with constituents, while comprehensive security options—including Department of Defense (DoD) 5015.2-certified records management—protect information from unauthorized access or release.

Your Next Step

Get industry perspectives
laserfiche.com/slg

Arrange a demonstration
(800) 985-8533

Learn more
info@laserfiche.com
3545 Long Beach Blvd.
Long Beach, CA 90807

Laserfiche Product Suite

The Laserfiche system is designed to be straightforward to purchase, deploy, extend, administer and support. Laserfiche solutions deploy quickly and easily scale to accommodate both an increasing number of users and high-volume repository growth.

Laserfiche Rio®

laserfiche.com/rio

‣ Enterprise content management
‣ Document imaging
‣ DoD 5015.2-certified records management
‣ Business process management
‣ Complete auditing and security controls
‣ Production-level document capture and processing
‣ Unlimited Laserfiche servers to support backups, failover clusters and testing environments

Laserfiche Avante®

laserfiche.com/avante

‣ Document management
‣ Business process management
‣ Optional Web client and Audit Trail tracking
‣ Optional DoD 5015.2-certified records management

Run Smarter®

Laserfiche®