



# Laserfiche<sup>®</sup>

Content Management and Process Automation



COMMUNITY  
DEVELOPMENT  
SOLUTIONS

*Formerly General Code CMS LLC*

# ICC Community Development Solutions is the Best Laserfiche Solution Provider for Government



## In-depth Knowledge of Government Processes...and How to Automate Them

We have developed applications to automate Freedom of Information Requests, Asset Management, Compliance Tracking, Contract Management, Accounts Payable, Human Resources, and much more.



## Government Records Management Expertise

We have years of tried-and-true experience working with the published, state schedules and requirements, and have already incorporated the retention schedules and disposition instructions into Laserfiche for many clients.



## More than 450 Public Sector Clients across the U.S.

Including 33 counties, 67 cities, 256 towns and townships, 76 villages, and 15 boroughs. The International Code Council itself also uses Laserfiche.



## A Laserfiche Solution Provider for over 20 years

We are a Platinum Certified solution provider. This credential indicates that we possess an in-depth understanding of Electronic Content Management solutions.



## The Largest Laserfiche Support Staff

We have a team of over 20 people—from technical architects, project managers, installers, trainers, programmers, helpdesk, and solution account executives—who are here to help.



Customer Choice

## Recipient of the "Customer's Choice" Award

In 2021, we received the Laserfiche Customer's Choice Award. This award honors the Laserfiche Solution Provider with a high Net Promoter Scores®, which measures customer experience. We are proud to receive this recognition because it is a measure of our client satisfaction and the great customer experience that we provide.



## Continually Training & Educating Our Users

We conduct user workshops—in-person and virtually—to help users enhance their Laserfiche skills and improve their operational processes. We offer clients passes to Empower, the annual Laserfiche conference. Our e-newsletter, *The Digital Citizen*, connects you to the latest in content management and process automation. We offer clients Laserfiche Aspire online training classes. We also offer training options for an additional cost, such as on-site training or *The Training Center for Laserfiche*, an online library of on-demand courses.



## Ready to learn more?

Watch an on-demand webinar to discover more about the fundamental tools in Laserfiche and an overview of the possibilities.

The International Code Council is known for its dedication to safe and resilient communities with model codes and standards that create efficiencies for building officials. ICC Community Development Solutions offers digital solutions to enhance your community's safety, resilience, and efficiency. Just as your community must be able to withstand extreme weather and harsh conditions, so to must your records be as resilient as your buildings. With Laserfiche, you'll have a system that is secure and reliable. You can access records from anywhere. And your organization will function with greater efficiency, as processes are automated, your existing systems integrated together, and users are able to collaborate with today's most-advanced digital tools.



### Digitize

Not being bound to paper and hardcopy files is the first step to a resilient workplace. Laserfiche is a best-in-class solution that brings all your documents into a central repository. We can convert existing paper into digital files, then organize electronic documents into one system. All of your information will be searchable, allowing you to save time and be more efficient. Improve collaboration by enabling users to work on documents simultaneously. Reduce duplicate files. Save money on storage costs and clear out filing cabinets.



*"Laserfiche is the holder of all of your documents. Look for integration points where you have documents and data that is sitting around. Laserfiche is the home where you want it to be. You can scan it and OCR it and you can start to harvest that data and be able to do things with it in a meaningful way."*

- CIO, City of Tucson, AZ



### Automate

Provide a better experience for your staff, constituents, vendors, and partners by using digital forms and process automation. Laserfiche's powerful process automation solutions promote continuous productivity through electronic routing, email notifications, digital review and approval, activity monitoring, and reporting tools. You can streamline every process and automate repetitive processes, which increases accuracy and reduces errors. You'll save time and ensure compliance with your policies.



*"My office runs more efficiently, with fewer FOIL-related interruptions to disrupt our daily work. And some FOIL work steps are now automated. For instance, the system generates requester notification correspondence automatically. I understand that the City Attorney's Office used to dedicate a full-time position to FOIL processing. Those 40 hours have been reduced to 18 hours, or a half-time position."*

- City Clerk, City of Ithaca, NY



### Secure

Industry-leading programming practices and powerful compliance tools enable Laserfiche to provide an incredibly secure environment for your documents and data. Laserfiche's records management module is DoD 5015.2-Certified. Laserfiche's file sharing tools provide options for password protection, expiring URLs, link deactivation, and audit trails. And rest assured, you'll always be able to manage proper access and restrict access to sensitive information at the folder, file, or field level.



#### DoD 5015.2 Records Management Applications

DoD 5015.2 details the Department of Defense's baseline requirements for Records Management Applications (RMA) that facilitate adequate and appropriate basis for addressing the basic challenges of managing records in the automated environment that increasingly characterizes the creation and use of records. Laserfiche Cloud records management controls are based on our self-hosted Department of Defense 5015.2 version 3-certified electronic records management capabilities.



### Enable

Today, people crave the ability to conduct business from anywhere. Laserfiche offers you the proven tools to make this possible. Your organization can be completely resilient to any challenges that may occur. Your normal business operations can continue to function through anything. Tools such as Public Portal, WebAccess, and Laserfiche Cloud facilitate document management and collaboration, enable process automation with forms and workflow and provide secure access to critical information, no matter where your people are.



*"Over the last two years, our use of online forms has grown eight-fold. That has been a tremendous success to be able to move those processes onto the web – not having people show up at City Hall and not having to have the employees there to handle the transactions."*

- Assistant IT Director, City of Framingham, MA



### Integrate

We can integrate Laserfiche with most other applications, allowing you to automate routine tasks and maximize your Laserfiche investment. We are experienced with integrating existing software solutions within your Building Department and throughout your municipality with Laserfiche. It integrates with Muncity® permit and inspection software, ProjectDox® for electronic plan review, GIS applications, DocuSign® and other electronic signature software, BS&A®, Tyler Munis®, Tyler Energov®, New World®, Microsoft Office®, Microsoft SharePoint®, Microsoft Dynamics®, and many more.



Monroe, MI Integrated Laserfiche with BS&A: *"We could link our financial software to Laserfiche by porting info into the Laserfiche template for each particular invoice. Push one button and a batch of data moves from one set of A/P fields into the corresponding fields on the matching templates."*

- Finance Director, City of Monroe, MI



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