

**Laserfiche**<sup>®</sup>

For State & Local Government



**Drive Excellent Public Service  
Agency-Wide**



**60%**

of city government respondents view ECM as central to data sharing and retention.



**57%**

of county respondents view ECM as central to data sharing and retention.



**47%**

of county governments trust Laserfiche ECM solutions.

## **BUILDING & PLANNING**

Automate the permitting process and simplify access to GIS data.

## **CLERK'S OFFICE**

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

## **COURTS**

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





## **DEPARTMENT OF REVENUE**

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

## **DEPARTMENT OF SOCIAL SERVICES**

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

## **DEPARTMENT OF TRANSPORTATION**

Streamline information exchange between office workers and workers in the field.

## **EMERGENCY MEDICAL SERVICES**

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

## **FINANCE**

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

## **HEALTH & HUMAN SERVICES**

Digitize health records to ensure patients receive timely access to quality healthcare.

## **HUMAN RESOURCES**

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

## **INFORMATION TECHNOLOGY**

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

## **LAW ENFORCEMENT**

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

## **LEGAL**

Automate the creation, review and approval of contracts.

## **PUBLIC WORKS**

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

# How Agencies and Departments Use Laserfiche

## DEPARTMENTAL INSTALLATION

### DOCUMENT IMAGING

Converting paper documents into a digital format.

### DOCUMENT MANAGEMENT

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

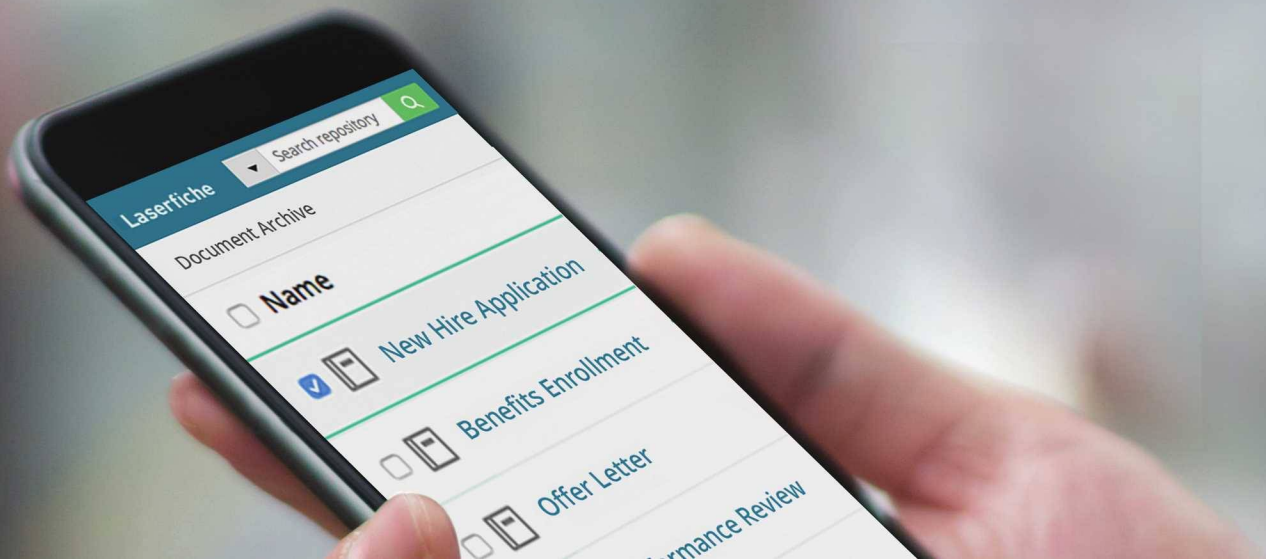
### BUSINESS PROCESS MANAGEMENT

Applying workflow technology to repeatable processes in order to standardize and automate them.

### LASERFICHE ENTERPRISE CONTENT MANAGEMENT

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

## ENTERPRISE-WIDE DEPLOYMENT



# Benefits of ECM

## 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.

## Automate Collaborative Business Processes

- Provide around-the-clock access to **public records** request forms, allowing citizens to easily obtain copies of financial records, town meeting minutes, construction permits and more.
- Optimize **human resources** processes, such as employee onboarding, personnel action forms and benefits enrollment, by automatically routing electronic forms for staff review and approval.
- Streamline **building inspections** by scheduling them with an electronic form and providing contractors with instant access to inspection documents on tablets or mobile phones.
- Expedite **agenda management** by digitizing and automating the distribution of agenda packets.
- Streamline **contract management** by routing contracts for staff review and approval, tracking contract revisions throughout their lifecycle and receiving automatic notifications to renew or amend a contract.
- Improve **case management** by easily receiving, processing and filing documentation for financial assistance, medical care, public housing and more.







## Improve Information Access

- **Enable staff to easily find important information** by searching for specific words or phrases within document text, metadata, annotations and entry names.
- **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 functionality that enforces information access rights for employees across the organization.



## Promote Transparency by Making Public Information Instantly Available to Citizens

- **Deliver improved access to public records** while conserving time and resources.
- **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.
- **Customize the color, theme and look and feel of your public web portal** to match your existing website—without complicated coding.

## Integrate with Primary Applications

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

- **The Colorado Water Conservation Board** integrates Laserfiche with its GIS system, which allows the public to retrieve flood-related documents directly from a map.
- **Loudoun County, VA**, integrates Laserfiche with its Oracle ERP system to ensure countywide staff can easily access documents that support its daily work—without leaving the application they use the most.
- **Olmsted County, MN**, integrates Laserfiche with Northwoods case management software, allowing human services case workers to spend less time finding documents—and more time providing critical services to the public.

## Reduce Risk with DoD 5015.2-Certified Records Management

- **Enforce consistent records policies** with a DoD 5015.2-certified solution.
- **Ensure that documents being moved between folders are protected from unauthorized modification** by enforcing VERS Classification Levels in documents and folders throughout the repository.
- **Auto-file newly created records** according to recordkeeping regulations and policies.
- **Automatically retain, transfer and archive records** based on record type.
- **Log all system activity**, providing an audit trail to prove adherence to your records management plan and compliance with regulations.

“Integrating Laserfiche with our ERP system exponentially increased our flexibility, integrity, and efficiency.”

**Chris Carsten**  
Document Management  
Coordinator  
Town of Palm Beach, FL

“We needed an enterprise system. Our CIO had seen a demo of Laserfiche and thought it would work well for our countywide records management needs.”

**Maureen Reynolds**  
Tompkins County Clerk  
Tompkins County, NY

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## Your Next Step

### **Read White Papers and Case Studies**

[laserfiche.com/slg](http://laserfiche.com/slg)

### **Get a Demo**

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### **Contact Us**

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