



NUANCE

The experience speaks for itself™

CASE STUDY

GOVERNMENT INDUSTRY

City of Nacogdoches

The oldest town in Texas puts technology to work

CHALLENGE

- Needed to replace seventeen standalone digital copiers citywide
- Needed to upgrade business processes and reduce amount of paper by turning hardcopy paper into digital files
- Sought a comprehensive solution that could integrate with Laserfiche document management system

STRATEGY

- Implemented scan to file and scan and mail solutions on all of their digital copiers
- Streamlined Laserfiche document system to make it more efficient
- Implemented eCopy Desktop™ to enhance user capabilities and improve digital workflow across departments

RESULTS

- Multiple departments utilized networked copiers instead of expensive standalone scanners to easily integrate digital files into the Laserfiche document management system
- Government departments are better prepared to handle critical communications with local, state, and federal agencies during natural disasters
- Hand-written request forms can be easily scanned and mailed to accounts payable for faster processing
- Departments can streamline their workflow, combining several documents into one PDF file

ABOUT CITY OF NACOGDOCHES

The City of Nacogdoches, Texas, bills itself as “the oldest town in Texas.” But the City has not let its age get in the way of its ability to serve the community in new and innovative ways. This vitality and spirit of innovation has served the City well, especially over the last two years, when it had to manage unprecedented emergency situations, including the Space Shuttle Columbia tragedy in February of 2003 and the combined impact of Hurricanes Katrina and Rita on the southeastern United States. This city of 30,000 acts as a Shelter Hub for the State of Texas during emergency operations affecting the Gulf Coast of Texas and takes its responsibilities seriously.

“We installed eCopy in the spring of 2005 and already the solution has proven invaluable.”

— Lynn Thomas
IT Manager
City of Nacogdoches, TX

IN EARLY 2005, THE CITY OF NACOGDOCHES SENT OUT AN RFQ...

for the selection of a vendor to replace its fleet of 17 standalone copiers citywide. The City wanted to use this opportunity to upgrade its business processes to improve productivity and reduce the amount of paper it consumed by implementing scan to file and scan and mail solutions. In addition, the City had recently acquired a Laserfiche document solution and was interested in streamlining that operation as well.

THEY CHOSE AN OFFICE EQUIPMENT DEALER THAT WORKED WITH THEM TO DEVELOP A TOTAL SOLUTION...

The City of Nacogdoches received responses to its RFQ from all of the major vendors, and chose an office equipment dealer that worked with them in the development of a total solution, including their scan to file and scan and mail needs as well as their our Laserfiche document solution more efficient. A key element of the dealer proposal was the addition of eCopy to their multifunction devices.

City of Nacogdoches Case Study

I haven't faxed a document since we installed eCopy, and eCopy will eventually eliminate faxing Citywide.

— **Lynn Thomas**
IT Manager
City of Nacogdoches, TX

With the new solution in place, the City began to look for opportunities to take full advantage of its capabilities. Some applications that have been implemented include scanning new utility service requests for immediate dispatch to the Public Works Department, as well as notifying the Public Works Department when water is turned on for a new customer. The Planning Department is now using eCopy to electronically distribute its minutes and other documents. The City Commission is using eCopy to streamline the production of its paperless agendas, easily combining a number of documents into a single PDF file, a process that was previously quite cumbersome. And the Engineering Department is utilizing eCopy to convert historical requests for changes to paved roads to digital format for a more accessible digital repository that will make it easier to manage projects moving forward.

Implementation of eCopy throughout the City was easy, according to Thomas. She says, "We had several training sessions, but we found that eCopy was so intuitive that users were often already using the system without training." She cited as an example the beta test of the Laserfiche Connector for ShareScan, saying, "By the time we installed it, people were using it before we even had time to train them. I was extremely impressed with that."

To increase the benefits the City is able to garner from its eCopy investment, the City added eCopy Desktop for a number of users, and the IT staff is visiting various departments to get them rethinking

their work processes to take advantage of a new digital workflow. Thomas says, "Everyone has eCopy access in the city and now we just need to get creative about how to use it. We spend a couple hours with a department to see how they are doing things, make a few suggestions to give them ideas, and they immediately see how they can change their whole process."

THE PRIMARY BENEFIT WAS AN INCREASE IN EMPLOYEE PRODUCTIVITY...

Thomas reports that the City began seeing immediate results following the eCopy installation. She says, "We were particularly thrilled with the Laserfiche Connector. As we work to move these records to a digital format, many departments were unable to afford the requisite standalone scanner, and the eCopy solution provided a perfect alternative."

But the real value of eCopy shone through during the aftermath of Hurricane Rita. Thomas says, "We are set up to house about 2,000 evacuees at a time, and we sheltered over 10,000 during Hurricane Rita, obviously well beyond our capacity. The day prior to landfall, we had over 20,000 stranded motorists in our city and no available fuel supply in the City." To complicate matters even further, as Rita made her way toward Nacogdoches, almost the entire City was without power, including some of the shelters. But the City's Emergency Operations Center (EOC) was able to operate on auxiliary power, never losing the network or Internet connection, even though phone lines and cell phones were mostly unavailable."

Thomas adds, "Thanks to eCopy, we were able to maintain communications with local, state and federal agencies via e-mail during the 40 days of both hurricane events. Among other things, transportation request forms were filled out by hand by evacuees, scanned with eCopy's scan and mail feature to our accounts payable offices where the forms were processed and the checks were written to the evacuees for various transportation costs. We processed well over 1,000 requests this way, saving us tremendous amounts of time and money. Had we not had eCopy, we would have been running carriers or tying up fax lines for days."

© Copyright 1995-2010 Nuance Communications, Inc. All rights reserved. This program is protected by US and International copyright laws as described in the Help About. All other terms and products are trademarks or registered trademarks of their respective owners and are hereby acknowledged.