



## Florida's Flow Rider

**Water is Clay County Utility Authority's business. Laserfiche helps it stay afloat no matter what the weather.**

The Clay County Utility Authority is an independent special district, created by special legislation in Chapter 94-491 of the Florida statutes, that services the water, wastewater, and reclaimed water needs of its service area in Clay County, Florida. "Being a governmental entity, CCUA obtains its revenues from its ratepayers, not from taxpayers," explains Dave Howell, Records Management Administrator. And when people don't use as much water – say, in the case of the recent economic slowdown and the resulting lull in home building and new service requests – CCUA acts like any other business: It watches spending and looks for ways to cut costs. Howell says Laserfiche has given him the administrative control to be flexible enough to not only manage CCUA's exponential paperwork growth, but to monitor productivity, ensure compliance and implement a disaster recovery plan. As a result of this streamlining, efficiency and oversight, CCUA has been able to not only solve its document management issues, Howell says, but has also been able to cross-train existing staff to run more efficiently.

Back in late 2003, however, Howell's predecessor just needed a way to keep up with the growing number of documents generated servicing the growing community each year – and looked to Laserfiche. "I was in the IT Department at the time," Howell recalls. "We chose Laserfiche based on cost and ease of use. I was just looking for a system that would be compatible with our existing applications and hardware not only for then but for future growth."

Shortly after deployment in early 2004, staff began scanning job files and the benefit was as obvious as it was immediate. "Retrieval. No question at all. My number one benefit is retrieval," Howell says. "We had an employee at this end of the building, that whenever they needed an invoice, had to go to the other end, go into a banker's box, then make a copy, then put everything back up. To find an invoice start to finish, took 20 minutes. Now, it takes five minutes, tops."

In the process of deploying Laserfiche, Howell says, CCUA has developed "folders within folders" to sort and group the myriad financial documents and as-built drawings for each file, assigning a team of two people to scan and review, with a third staffer assigned spot-checking newly-created files for quality control. While the Engineering Department has been scanning job files since the beginning, both the Finance and Billing Departments now also employ scanning personnel. Says Howell, "Not only are they scanning customer payment information, but also 'turn-on/turn-off' requests, change of addresses – we scan all those requests. It just makes for better, more complete customer service having a record like that."

## Organization Profile

Clay County Utility Authority conserves an average of 1.4 million gallons of water per day using advanced wastewater techniques and won the "Municipal Water Use Efficiency" award from the Environmental Protection Agency.

## Situation

Customers were spending less on utilities, creating a need to cut costs and increase efficiency.

## Solution:

Clay County Utility Authority chose Laserfiche because of its ease of use, quick retrieval and for the disaster recovery plan it offered the hurricane-prone state.

## Processes improved using Laserfiche:

- Digital capture, search, and distribution of job files.
- Efficiency and timeliness of document retrieval.
- Storage space dramatically reduced, allowing for additional office space utilization.
- Financial auditing made more efficient through instant access and availability of files.
- Disaster Recovery planning implemented.
- Improved customer service. Productivity oversight using Audit Trail.
- Maintaining compliance with the transparency mandates of Florida's "Sunshine" Law.

These days 139 office and outside personnel access documents in Laserfiche, while 25-30 staff use it on a daily basis to either scan in CCUA documents or use Laserfiche for efficient retrieval of documents without leaving their workspaces. Ongoing backlog conversion efforts are continuing each day— thanks in no small part to a growing need for a disaster recovery plan in CCUA's hurricane-prone part of the country, as well as Florida's "Sunshine" Law, which mandates public access to records.

"Beginning in 2008, CCUA made it a priority to go back to [files from] 2005," Howell says, adding that staff have made files from 2006-on their priority for this year. "We're in Florida, so we're looking at crisis management and disaster recovery if there's a natural disaster. CCUA's main concern is that we want current project files protected - that's what keeps us operational," he adds. "It's not the files from 10-15 years ago, but the ones from the past two years that are very important." Another benefit, Howell says, is that financial audits that used to mean hours and sometimes days of digging out records can now be done in an afternoon. "Instead of staff going to the filing cabinets to retrieve files, our auditors' can go directly into Laserfiche to access and retrieve the required documents - they love it."

Howell has long been a fan of using Laserfiche administrative tools to monitor productivity and manage long-term projects. Since implementing Audit Trail in 2006, Howell says he's been able to maximize productivity. "I can make Excel spreadsheets and graphs from Laserfiche reports and see how we're progressing on any of CCUA's scanning projects." This kind of oversight and responsiveness has made CCUA agile in a way not usually associated with a governmental entity. For instance, even in the midst of the recent economic slowdown, CCUA has not had to lay off any of its 139 staff members. Rather, using powerful reporting tools - Laserfiche among them

- administrators have been able to minimize bottlenecks and re-assign staff where needed to ensure sustainable productivity evenly throughout the organization. As CCUA knows well, business is best when staff and information can flow as efficiently as the water service it provides.

### Clay County Utility Timeline

December '03: CCUA initiates research for a more efficient way to search for a system to automate the ever growing number of documents CCUA generates each year staying on top of the project files, billing, finance and other documents associated with CCUA's records keeping.

**January '04:** With both the highest recommendations and lowest bid, Laserfiche is chosen.

**March '04:** With one scanner and one employee in place, implementation is completed and job files scanning commences.

**October '06:** Audit Trail is implemented, resulting in heightened productivity oversight.

**'07-'08:** Ongoing backlog conversion, disaster recovery planning.

**'09:** Scanning Progress - with 12 scanners and 15 employees in place, scanning of documents has become an everyday occurrence at CCUA.

**'09-'10:** Scanning '06 files to present day.

**'09-on:** Future plans to upgrade to Laserfiche 8 and Workflow. "The overall objective of our Laserfiche system is to propel us into the future towards a paperless office providing a more efficient storage and retrieval of our documents," says Howell.

## About Laserfiche

A resource for more than 27,000 public- and private-sector organizations around the world since 1987, Laserfiche creates simple, elegant enterprise content management solutions that help organizations run smarter. From streamlining digital records management to automating the agenda process, Laserfiche helps improve efficiency while integrating easily within any environment.

## Your Next Step

Visit [laserfiche.com/gov](http://laserfiche.com/gov) to get a free white paper on implementing an electronic document management system. Or call **(800) 985-8533** to get answers now.

3545 Long Beach Blvd.  
Long Beach, CA 90807 USA

(800) 985-8533 tel  
(562) 988-1886 fax

[www.laserfiche.com](http://www.laserfiche.com)  
[info@laserfiche.com](mailto:info@laserfiche.com)