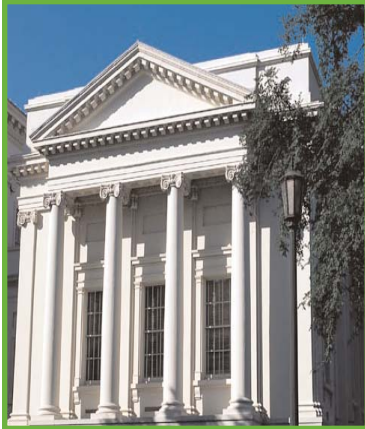




## FileVision™ paves the way for Hart County Roads

*Relationship Centric Document Management System speeds up the process for road repairs and allows the Public Works team to easily search and retrieve maintenance records on county roads, turning data into information.*



### Customer Profile

With a population of 23,000, the Hart County Georgia Government has approximately 160 employees to run the county's municipal system, manage public works and maintain a safe environment for the beautiful town set in the foothills of northeast Georgia. Hart County, whose seat is Hartwell, has approximately 148,000 acres of land (256 square miles) and is home of the popular and beautiful Lake Hartwell, an attraction that brings more than 14 million visitors every year.

The Hart County Government Administration needed a document management solution that would allow them to cut down on the tremendous amount of paper being generated. They also needed to provide better service to their citizens and elected officials, without the expense of additional staff.

Initial objectives included:

- Reducing cost
- Reducing the time required for information research
- Eliminating response time to requests for information
- Minimizing risk inherent with paper document systems

After considerable investigation, Hart County's Information Technology Manager, Mary Hughes, realized it was crucial to implement a solution that allowed the team to accomplish more than just scanning and management of paper documents. The ideal solution would also equip them with the scalability to handle future growth. Mary and her team spent considerable time determining their future needs and came up with the following detailed requirements:

- Comprehensive and easily accessible view of all related information for sharing across departments
- Ability to manage both paper and electronic documents

- Scalability to handle future growth
- Ability to perform automated workflow processes
- Ability to easily accept the input of notes taken from interactions with citizens and staff
- Ability to organize and connect all information in a usable form
- Security to ensure confidentiality and regulatory compliance
- Easy to learn and use

### Business Case

In the spring of 2003, Hart County chose FileVision USA's Relationship Centric Document Management system for the Administration Department and has implemented it in several areas. "We chose FileVision because it quite simply met all of our current and future needs", stated Mary Hughes. "In addition, we needed a system that could be implemented in phases which is working out very well."

Hart County is currently using FileVision to store and retrieve contracts and grants, as well as certificates of insurance. However, the greatest return on investment has been realized by the Public Works department for road repair work orders.

Before FileVision, the creation and tracking of road repair work orders was a manual process. Work orders were created and a copy was given to the Roads department to complete repairs. The open work orders were kept in paper file folders by the Public Works department until the repairs were completed and then filed away afterwards. When someone phoned to inquire about the status of a road repair, which happens frequently, Public Works had to look for the work orders manually. It was like looking for the proverbial 'needle in a haystack'. This was an extremely time-consuming and sometimes unreliable process.

In addition to road repair work orders, Public Works also kept right of way contracts and all other roads information in paper folders. A folder for a single road is often several inches thick. Multiply that by several hundred roads and you begin to see their dilemma, one shared by many county governments.

### Solution and Benefits

FileVision helped Hughes and her staff to create a Work Order form that is easily saved in FileVision. They also created a FileVision folder for each County Road. Now they are creating and saving road repair work orders in FileVision and easily retrieving them. FileVision's Relationship Centric Document Management system provides them the ability to search and retrieve all files related to a particular road, helping them quickly look up and respond to requests from the County Commissioners, as well as inquiring citizens, all without having to change their business process. A task that once took two to four hours to complete is now being done in just a matter of minutes.



FileVision has also provided Hart County with benefits they could not realize with a paper system. FileVision allows Hart County to automatically generate reports based on information requested. For example, they can look up all work orders generated in a particular month or in a particular Commissioner's district. The use of FileVision has helped Public Works reduce the time spent generating monthly cost reports from eight hours to only two hours.

In addition, they recently began putting monthly reports on a secure web site for the five Commissioners, who now have 24 hour a day access to information for the roads in their districts.

According to Mary Hughes, "The Commissioners receive many phone calls from concerned citizens at night and on the weekends. They appreciate having easy, 24/7 access to these reports. Now they can check their reports from home and respond to phone calls about the status of a road without having to wait for staff to return to work the next day or the following Monday. We consider this not only a time-saver but a process improvement, a surprisingly easy one."

FileVision has also been able to contribute directly to the county's bottom line in the area of insurance claims. Insurance carriers often ask the Public Works department to furnish a history of road maintenance if an auto accident claim involves a particular road. If maintenance has been kept up on the road, then a claim against the county is denied, which keeps the county's insurance from skyrocketing, saving taxpayer dollars.

Hart County is also using FileVision for tracking beer and wine license applications, another paper-intensive process. The licensing process requires multiple paper documents be completed and filed with the County Commission for review and approval. FileVision has turned this unwieldy process into a smooth and reliable one.

"It is impossible to tell exactly how much time and costs have been and will continue to be reduced with the use of FileVision. By streamlining our processes, we have significantly improved efficiency and customer service. And you can't discount the fact that we simply enjoy our work more", Mary Hughes said good-humoredly.

### Plan Ahead for Success

Hughes knew in order for Hart County to realize the tremendous benefits of using FileVision, she needed to do a back file conversion of the previous paper files and folders. As part of her Implementation Strategy, she hired two college interns, who worked all summer scanning documents and entering data, a method she recommends to future users. The

interns scanned the road repair work orders, county contracts including lawn maintenance, litter pick-up, leases and all service contracts her department touches.

Mary also credits FileVision USA for their participation in the implementation strategy. She said the FileVision team never hesitated to provide help and always returned phone calls promptly. "We sometimes asked them to do things we thought were 'no big deal'," stated Mary. "As it turned out, they actually jumped through some hoops to add the additional features and functionality to accommodate our needs. You can't ask for better service than that."

FileVision has been implemented with a positive return on investment in the following areas of Hart County Government:

- Roads
- Contracts
- Certificates of Insurance
- Grants Applications and Administration
- Beer and Wine License Applications

### Excited About the Future

Pleased with what FileVision has done for its Roads department, beer and wine license applications, and contracts and grants processes, Mary Hughes and her staff are looking forward to streamlining additional processes in other departments such as Purchasing and Human Resources in the near future. "We're extremely happy with FileVision and see many possible uses within other departments", stated Hughes.

### About FileVision

FileVision is a global software company that develops information relationship management software. Our solution, FileVision, enables organizations to bridge the gap between digital content and paper documents by easily and strategically creating relationships between important, disparate pieces of information. Government, healthcare and financial services organizations worldwide rely on our technology to help them intelligently link and match documents to important data objects such as people, companies, processes and assets, resulting in improved communications, enhanced customer service and immediate access to information and relationships within the data. FileVision is headquartered in Atlanta, GA with offices in the UK, New Zealand and Australia. For more information, please visit us at [www.filevision.com](http://www.filevision.com).



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