

imageWARE CASE STUDY DOCUMENT MANAGEMENT FOR LAW ENFORCEMENT



OVERVIEW

WORKFLOW

SOLUTION

SUMMARY

LAW ENFORCEMENT

1 Vanderburgh County Sheriff's Office Canon Solution: Canofile Conversion to imageWARE Document Manager

General Overview

Vanderburgh County, Indiana, is home to more than 170,000 people. This bustling county is part of the Evansville, IN-KY Metropolitan Statistical Area. As part of the county's law enforcement services, the Vanderburgh County Sheriff's office provides emergency services, personal property protection to residents of the county, and management of the county's correctional facilities. The Sheriff's office is committed to providing professional law enforcement and community service programs to its citizens.

The Vanderburgh County Sheriff's office employs more than 270 people and consists of sworn deputies, confinement officers, and civilian support personnel. The Sheriff's office is divided into three divisions: Administration, Confinement, and Operations. Under these divisions, the Sheriff's office is responsible for maintaining a 512-person detention center facility and a 220-person community corrections center, plus its field operations units.

Customer Issues

The Vanderburgh County Sheriff's Office had been utilizing Canofile for its scanning operations for several years. Canofile had been instrumental in transforming its paper- and manual-intensive workflows into an efficient electronic document capture and management process. Prior to implementing Canofile, the Sheriff's office spent too much time and too many resources keeping track of numerous paper files via a manual filing system. The Sheriff's office processes all types of paperwork: inmate files, mug-shots, fingerprints, daily monitoring information, tickets, and daily field reports, among others. This information is vital to the Sheriff's office and, is in many cases, time-sensitive.

The main complaint about its workflows was the sheer amount of paper each one generated. It didn't matter if the workflow was from the Administration or Confinement and Operations unit; the volume of paper caused many issues with processing and storing. The manual storage of paper at county facilities had become cost prohibitive and space had reached a premium. The initial implementation of Canon's Canofile system had allowed the Sheriff's office to store TIFF G3 images from a 502M 512 meg magneto optical disk to electronic storage and utilize Canofile as both an imaging system and electronic document repository.

With Canofile, the Sheriff's office planted the seeds of technology into its law enforcement workflows, which ultimately aided in exposing personnel to technology in an environment that had been previously technology adverse. Vanderburgh County Sheriff's Office had taken a proactive approach to resolve hard-copy document inefficiencies by automating workflows. This, in turn, delivered cost-saving benefits that ultimately supported the county's fiscal policies and programs. The success of Canofile was a testament to both the Sheriff's office personnel and Canon technology.

The introduction of Canon's imageWARE Document Management software and the discontinuation of Canofile led many organizations to seek alternative solutions to their established Canofile workflows. Vanderburgh County Sheriff's office was no different. With a significant amount of data stored within its Canofile system, the Sheriff's office required an on-going means of accessing legacy information while, at the same time, capturing day-forward documentation. Faced with this task, the Sheriff's office consulted its Canon Authorized Dealer to review the best solution to fit its needs.

Like many Canon dealers, the Vanderburgh County Sheriff's office dealer specializes in designing and supporting imaging technologies to improve workflow efficiencies in a variety of environments. In reviewing the Sheriff's office's requirements, it was clear that a solution for capturing and indexing day-forward documents was required. Given the Sheriff's office responsibilities, legacy documentation couldn't be ignored and was required to be immediately accessible. This requirement necessitated the migration of legacy paper, and Canofile formatted information into whatever system was to be implemented.

To assist in this process, Vanderburgh County Sheriff's Office and Canon's local authorized dealer engaged Canon Professional Services (CPS) to address its business concerns including the following:

- To scope and architect an imageWARE Scan Manager and imageWARE Document Manager solution
- The migration of Canofile image files and indexes into imageWARE Document Manager
- The appropriate workflow construction for document capture, indexing, and archival
- The training of personnel on imageWARE solutions

Based on the interaction with all stakeholders, CPS recommended a phased approach for migration to the new system. This maintained operational status of the Sheriff's office's Canofile system during a controlled rollout of imageWARE Scan Manager and imageWARE Document Manager software. By following this approach, the Sheriff's office personnel were gradually transitioned to the new system, giving them ample time to familiarize themselves with its capabilities, workflow, and design.

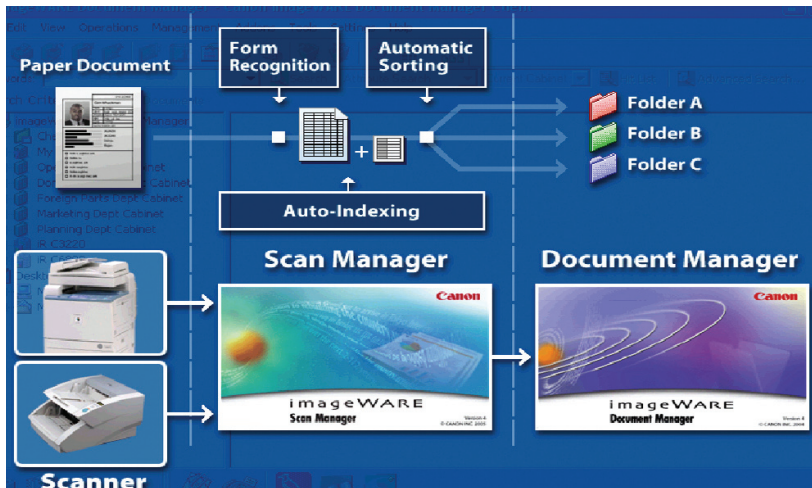
3

Canon Solution Overview and Components

Through pre-planning and on-site analysis, CPS and the Canon Authorized Dealer were able to develop an implementation plan that fit the needs of Vanderburgh County Sheriff's office. Essential to the success of this implementation was the primary business requirement to keep current Canofile imaging workflows up and running through the imageWARE project implementation. Keeping this in mind, CPS and the dealer mined the Canofile data and indexes for portability options into imageWARE. Since the Sheriff's office's original Canofile data structure had been carefully defined by the IT staff with input from Canon's dealer, the data and indexes were easily ported to imageWARE Document Manager.

Selection of the imageWARE Scan Manager and imageWARE Document Manager Enterprise Edition solution was appropriate for the Sheriff's office's workflows, as it was the logical progression from Canofile. It also further strengthened the relationship with its Canon dealer. In addition, by engaging CPS, both Vanderburgh County Sheriff's office and Canon's authorized dealer benefitted from Canon's expertise in imaging technologies and document management workflows. Canon's phased implementation approach helped the Sheriff's office make a seamless transition to its new system within a six-month period, eventually retiring Canofile as staff became more familiar with the imageWARE technology and workflows.

The Sheriff's office's need to have its documentation stored electronically was paramount to alleviating its on-site storage capacity issues and creating workflow efficiencies for other county agencies and departments that utilized its data. It has been much simpler for the Sheriff's office to share its records electronically (and via the web) with county courts for inmate and corrections processing. In addition, imageWARE helps reduce administrative overhead costs, expedite processing, and helps keep processes centralized within one IT organization.



Summary

With imageWARE firmly entrenched as its imaging and document management system, Vanderburgh County Sheriff's office has seen an increase in productivity. It has been able to take advantage of tools and features that weren't part of Canofile. For example, Vanderburgh went from a workgroup-sharing imaging system to a domain structure (via Active Directory) document management system, where enhanced administration functionality, security, roles, and usage rights are tightly controlled and enforced throughout the entire organization. Additionally, it found further efficiencies in document retrieval processes with document search and retrieval through a Web browser.

Vanderburgh County Sheriff's office personnel understood early on how technology could help them manage and automate their work, be cost-effective, and reduce the number of document touches within a workflow. As a result, their original decision to utilize Canofile put Vanderburgh County Sheriff's office ahead of their peers. Vanderburgh County Sheriff's office knew it had made the right decision to transform paper-intensive processes into more manageable and efficient electronic workflows as well as become an early adopter of technology.

With its migration to imageWARE Scan Manager and imageWARE Document Manager, Vanderburgh County Sheriff's office is now capable of storing images in industry-standard file formats and has modified its hard copy retention policies such that all original documentation is destroyed after 72 hours following scanning. As a pioneer in law enforcement technology, Vanderburgh County Sheriff's Office sees the imageWARE platform as part of a broader workflow system that most, if not all, law enforcement agencies can share and utilize.



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