

# Case Study – Genesee County, MI



I like to make peoples' jobs easier, and the ImageSoft solution enables me to do that. The biggest advantage is the uniform and expedited process that documents now follow between departments.”

**Katrina Fellenbaum**  
Document Management System Administrator  
Genesee County, MI



## Their Success

- Provided instant and simultaneous access to court documents to all applicable parties.
- Eliminated paper shuffling throughout the court system by replacing paper files with digital files.
- Automated, standardized and expedited processes throughout all departments.
- Increased operational efficiency and improved employee productivity.
- Improved service to constituents by dramatically reducing response time to inquiries.

## Their Challenge

- Enable multiple court parties and departments to share documents without the need to physically transport them from place to place.
- Manage the movement, flow and processing of internal documents.
- Deal with mounting volumes of legal documents.
- Improve and expedite the processing of Friend of the Court bench warrants.

## Their Story

The paper-based intake and processing of legal documents in Genesee County's Family Court system was both slow and costly. The process frequently involved multiple parties and departments and was hindered by the need to physically move files from department to department, causing substantial delays in completing tasks. The County looked to ImageSoft for a multi-department, automated solution to help streamline and expedite its processes.

## Departments

- Friend of the Court
- Family Division of Prosecuting Attorney
- Family Support Unit
- Probate Court

## About ImageSoft

ImageSoft, Inc. develops tailored, innovative technology solutions to help its customers automate and improve workplace processes, and thereby, increase productivity, reduce operating costs and save time and money. Our product is the most widely deployed document management solution in counties throughout the State of Michigan. ImageSoft was founded in 1996 and is headquartered in Southfield, Michigan.

## Awards

Inc. 5000; Michigan 50 Companies to Watch; Michigan's Economic Bright Spots; Metropolitan Detroit's 101 Best and Brightest Companies to Work For