

Case Study – Ottawa County, MI

“ After ImageSoft, I can tell you 100%, my people would never want to go back to the old way... never, never, never.”

Steve Kraai, Director of Records, Sheriffs Department
Ottawa County, Michigan



Their Success

- Established a complete end-to-end electronic court solution.
- Created 24/7 instant access to justice related documentation throughout all county departments.
- Reduced errors via Eforms which automatically captures data at the point of creation to populate subsequent forms.
- Incorporated electronic signatures, seals and stamps.
- Automated processes and standardized operations between departments and locations using rules-based workflow.
- Integrated with MiCSES, PACC/PAAM and other line of business applications.
- Incorporated a word processing solution to dynamically create and store templates.
- Improved employee morale and productivity.
- Enhanced and expedited service to constituents.

Their Challenge

- Automate the processing, sorting and storage of over 200 different document types throughout the county government.
- Decrease time wasted manually retrieving and signing documents.
- Expedite overall document processing to better meet vital deadlines.
- Streamline document processing.
- Eliminate large volumes of backlogged paperwork.

Their Story

Ottawa County, located in southwest Michigan, has a growing population nearing 269,000 residents. The manual business practices previously employed by the county caused a backlog of document processing throughout the county government. With document volumes and inefficiencies increasing, Ottawa County needed to find a successful automated solution.

Departments

- Circuit Court
- Circuit Court Records
- Clerk
- District Court
- Family Court
- Friend of the Court
- Juvenile Services
- Probate Court
- Prosecuting Attorney
- Sheriff

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