

THE BIG PICTURE: A Case Study of Washtenaw's County-Wide Implementation



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Agenda

- The Vision
- The Challenges
- Process Before Implementation
- Process After ECM Implementation
- The Solution/Results
- Lessons Learned

Washtenaw County Vision for ECM



Vision:

Provide systems and tools to enable departments and other agencies to be as efficient and effective as possible by providing a secure, simple, and integrated content management system.

Goals:

- Modify processes (where applicable) to eliminate the creation of paper documents
- Improve business efficiency
- Reduce the cost of doing business
- Provide better customer service
- Enabling a common repository for documents
- Enable and support business continuity plans
- Provide collaboration opportunities

Challenges



- Resistance to change
- Inconsistent business processes between management and staff
- Complying with State Regulations
- Funding challenges
- Resource commitment

Process Before Implementation



- We lived in a “World of Paper”
 - Documents were constantly lost or misfiled
 - Incomplete processing
 - Inability to share information
 - Redundant data entry
 - Increase in demand for storage space

World of Paper



Process After Implementation



- Processes are more consistent and timely
- Locating and retrieving documents is more efficient
- Improved customer service/ self service
- Integrated systems
- Reduced capital & operating expenses

Results



- County Departments utilizing ECM
 - All County departments use ECM for contract retrieval
 - Environmental Health
 - Building Department
 - Drains
 - Finance (Purchasing/Payroll)
 - Human Resources
 - Friend of the Court
 - Vital Records
 - Children Services
 - Risk Management
 - Prosecuting Attorney
 - Sheriff's Office
 - 14A District Court
- Collaboration with City of Ann Arbor
 - City was able to avoid \$500,000
 - Leverage applications to other agencies
 - Assessing, Project Management, Attorney, Finance and the Clerk's Office

Lessons Learned



- Look at the Big Picture – Execute Incrementally
- Understanding what you want to achieve is key to success
- Engage stakeholders to help set the direction
- Constantly reevaluate new functionality
- Measure your success

Thank You

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