

# ECM Across the Enterprise:

*The Value of a Full Enterprise Deployment*

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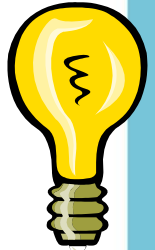


# Agenda

- Why Enterprise Deployment?
- Enterprise Strategy
- Challenges

# Why Enterprise Deployment?

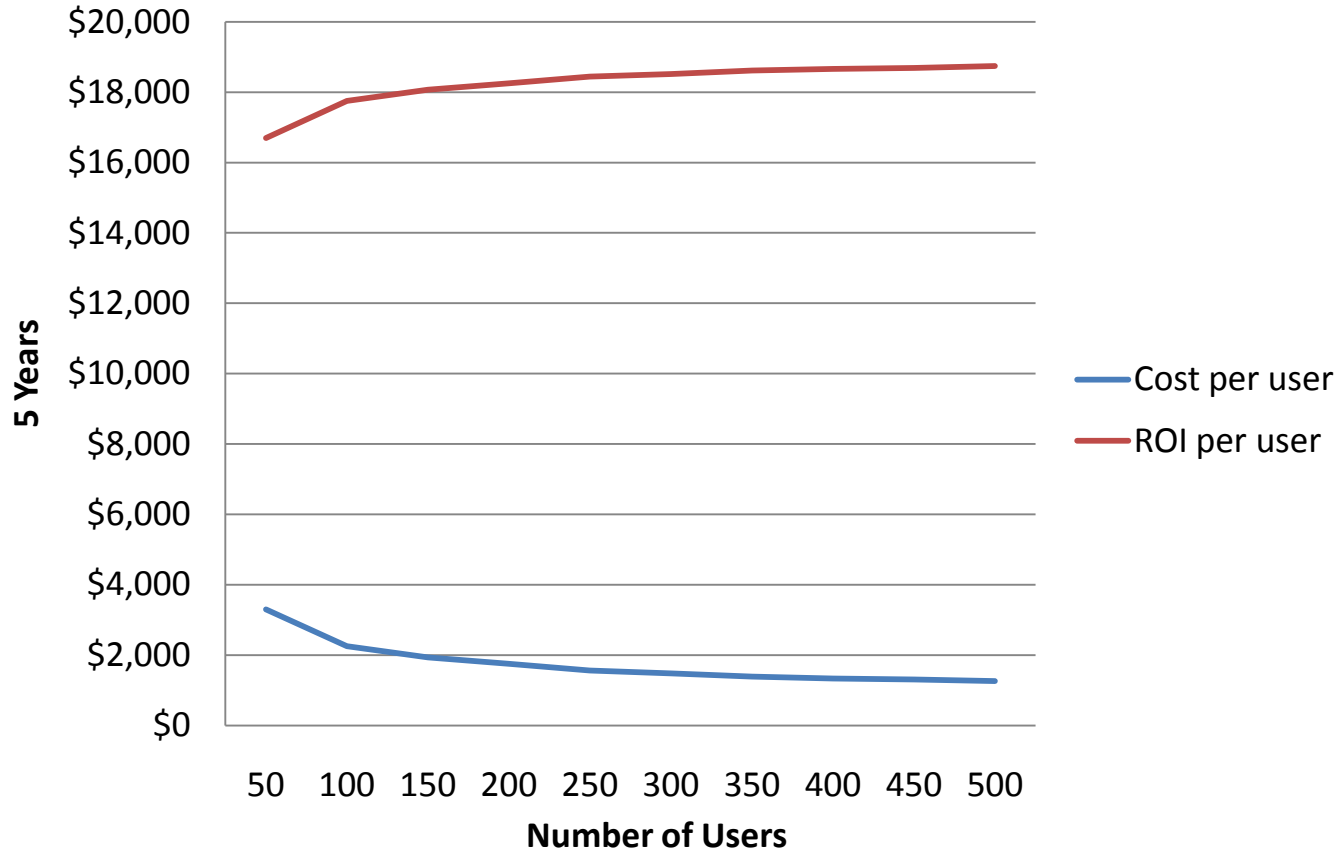
- Greater cost savings and overall value
- Costs are spread out across a larger base (lower cost per user)
- Shared infrastructure (servers and licenses)
- More justification for administration/IT skills
- Better service via collaboration between departments
- Re-use of configuration: workflow, security, document types
- Cross-training of staff to cover peaks and valleys
  - Workflow, Capture, Customer Service
- Shared Services Opportunity (County -> City/Twp/Schools)



# Why Enterprise Deployment?



### Staff Efficiency Example



# Enterprise Strategy

- **Scalable Architecture** - OnBase and Kofax have fully embraced an n-tiered & Service Oriented Architecture
  - Isolate processing (UI, DB, Web, App), so that changes easier and bottlenecks can be removed
- Develop an **Enterprise Taxonomy**
  - Justice, Finance, HR, etc.
  - Data sharing / re-purpose - buy open platforms
- **Web Interface** for everyone (unless you can prove why you need other)
- Enterprise backup



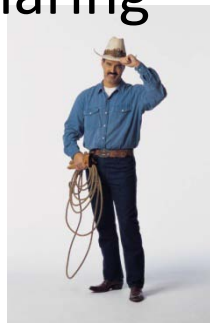
# Enterprise Strategy



- Disaster Recovery Planning
  - Define realistic acceptable downtime for each application / department
  - Contingency planning (staff, facilities, systems)
  - Failover options (OnBase Hosted DR, Document Transfer, log shipping)
  - Disaster testing and validation
- Hosted DR Example:
  - 100 GB DB
  - 1 TB Diskgroups
  - 5 closed volumes per month
  - Customer cost per month: \$1,275

# Challenges

- Requires greater investment
- When jobs are on the line, how can we ask for more money for technology?
  - Capitalism will find and eliminate inefficiency - eventually (if you aren't solving the problem then you may be part of the problem)
  - Better constituent service = "Good Government" = job security
  - Technology is not just a good idea, it has become part of the fabric of our society, and is expected in "Good Government"
- Web solutions can be more complex and less efficient
- License and bandwidth sharing
- Requires different skills



# Thank You

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