



Green Power

Laserfiche offers digital answers to natural concerns

Laserfiche would like to spotlight three organizations that provide examples of how our customers used Laserfiche to develop efficient, ecologically-sound business processes. For these organizations, reducing or eliminating paper-based operations has proven beneficial to both the working and natural environments.

Thinking Green on the Ocean Blue



Not all of the Lone Star State is cattle country. There are over 600,000 commercial- and personal-use boats cruising the Texas coastline. For the Texas Parks and Wildlife Department's Boat Titling and Registration Division, that means managing an equal number of registration forms and operating permits.

All those documents have been digitized and archived in a Web-accessible Laserfiche system, which, according to IT manager Julia Gilmore, has helped the division conserve both staff and natural resources. "It gives us more expedient access to all our available data," she says. "It's great not just for us, but also for other state agencies, such as law enforcement. If they need to check the history of a vessel or captain, they have immediate access."

It's all possible thanks to Laserfiche WebLink™. Texas marine patrols, and other authorized users, can instantly access boat registration and licensing information on suspect vessels—whether they're on the high seas or on *terra firma*.

Laserfiche has also dramatically improved operational efficiency at the division office, says Gilmore. Registration and licensing files can be up to 50 pages long, and every week, the division receives dozens of requests for such files. Before installing Laserfiche, staff had to manually retrieve, copy and then fax or mail requested files—often to multiple recipients. Now, they instantly call up electronic versions, then e-mail them to requestors.

"Once the documents are in the Laserfiche system, requests are so easy to process," Gilmore says. "It saves a lot of time and effort in logistics alone."

That's not discounting the positive environmental impact the division has made since installing Laserfiche in 2003. In addition to active documents, the division stores licenses and registration

documents dating back ten years, in accordance with Texas law. That translated into piles of paper and microfilm, which have been gradually reduced as more and more of these documents are stored and processed electronically.

Says Gilmore, "We've cut down dramatically on the amount of information we provide in hard-copy form, so there has been a big reduction in the amount of paper we use. That's the primary benefit to our environment that Laserfiche has enabled."

Of course, the division's ultimate goal is to provide better public service. And Laserfiche has certainly helped in that department. "Now we can provide assistance right over the phone," Gilmore says. "When a customer calls, we can get their information right then and there, whereas we once had to pull the information and call them back. That's the thing I like most about Laserfiche, that it's so easy to use."

Head Over (Tar) Heels for Laserfiche



Along North Carolina's coastal marshes, development is booming. And along with this new construction comes new pollution, which the state Department of Natural and Environmental Resources is tasked with curbing. The department's Division of Water Quality (DQW) relies on Laserfiche to track development on North Carolina's coast, helping them achieve their environmental and operational goals.

According to Information Services Officer Beverly Strickland, Laserfiche Web Access™ is changing the way the DWQ's regional offices do business, enabling multi-site access to large-scale maps and building permit applications.

State law requires developers to obtain development permits before moving forward with a project. Sound planning is critical to building new facilities while preserving local wetland ecosystems. With that in mind, the DWQ reviews building permit applications to ensure that developers follow environmentally-friendly policies before, during and after construction.

Prior to installing Laserfiche, this was a cumbersome process that involved filing development plans, supporting documents, maps and photos of all sizes in the DWQ's central office in Raleigh, the state's capital. Before the central office could issue approvals, however, all these documents had to be physically transported to regional offices, where staff could review them and provide locally-relevant information not available to staff in Raleigh.

Due to the large size and complexity of the documents, circulating them between offices was costly and time-consuming. A 41-cent stamp can't cover maps of wetlands and storm water-runoff patterns, erosion control proposals and wetland restoration plans. "The size of the file depends

on the scope of the project, but if, say, a project involves a road crossing 50 streams, the application could be huge," says Strickland. "If a project involves restoration, it requires a restoration plan, which can be 300 pages long."

With an eye towards preserving the environment—in terms of both local construction and natural resources—Strickland implemented a Laserfiche solution, and staff immediately got to work scanning and indexing applications as they were received.

Web Access enables staff in regional offices to open entire application files from a password-secured Website. That means no more copying, faxing or mailing documents the size of the state flag. "We process 2,000 applications a year," Strickland says. "Photographs, topographical maps, large-scale engineering maps, storm and flood maps are all now instantly available to the regional offices as soon as we scan them in."

While the Laserfiche Client and Web Access have made for a lot less paper and time spent handling it, Strickland says the DWQ has greater plans for Laserfiche. The next step is for regional office staff to map development-affected areas with handheld GPS devices, and then upload that information into maps stored in Laserfiche.

"Being able to pull GPS points on-site will give us a better feel for where the affected areas actually are," Strickland says. "That will help us make better-informed decisions about what's going into our water, how much damage is being done, and how to correct the problem."

In addition, Strickland hopes to install Audit Trail™ to keep a running tab of who accesses the DWQ's files and when they do it. But for now, she says, the DWQ is happy to have improved its quality of operations—and thus, the quality of the local environment. "Right now, we're just trying to make our business processes quicker with Laserfiche, and I have been very, very pleased so far."

Shades of Green in Orange County



For the City of Anaheim, California, "going green" is more than just a catchphrase—it's a way of doing business.

While a single city may only play a bit role in the larger mission of saving the planet, Anaheim Mayor Curt Pringle noted in his State of the City address that "there is no doubt that we can play a major role in our neighborhoods and community by practicing good stewardship, conserving resources and providing leadership."

The Green Connection started with a federal mandate encouraging municipalities to move toward green power. The city then adopted a resolution framing goals for a city-wide initiative grounded

in the principles of environmental soundness and sustainable development. With programs such as Sun Power for Schools, the Green Building Program and the popular TreePower program, which has distributed over 35,000 trees to residents, Anaheim is at the forefront of municipal green programs. The initiative has proved so popular that existing programs are expanding while new ones are being added regularly.

The Anaheim Public Utilities Department is working particularly hard not just to provide innovative programs to residents, but also to operate more environmentally friendly themselves. Using Laserfiche Records Management Edition™ to eliminate paper records is an important part of this strategy. Ron Smith, the department's records and information administrator, says that, as part of the green initiative, the department will improve its records management practices, beginning with the way records are stored and accessed. By linking the Laserfiche repository to network drives and implementing GIS integration, the department will reduce dependence on paper and limit duplicated efforts—saving both paper and electricity. In recognition of its success, the department will receive a Run Smarter Award at the 2008 Laserfiche Institute Conference in January.

Smith says that the advantages of going green extend beyond the fact that it creates opportunities to review and streamline business processes throughout the department. It also promotes innovative government that affects real change. With its Green Connection program, Anaheim is working hard to provide clean, renewable energy options and minimize environmental impact.

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