



THE METROPOLITAN BOROUGH OF ROCHDALE

INDUSTRY

Public Sector – Council Service Provision

APPLICATIONS

Initially Planning & Regulation, however OnBase is being implemented throughout all service areas, including Housing, Care Services, Information & e-Government, Leisure & Recreation and Schools Services.

CHALLENGES TO MEET

Local authorities are resource intensive and under constant legislative and political pressure to reduce costs and improve service provision. The council also wanted to avoid building back office systems which would increase the future maintenance burden.

The old Microfilm system was a dying media with poor access, was costly and cumbersome to maintain, and the increasing cost and physical constraints of storing a growing paper mountain in a town centre location had to be addressed. The solution would also have to meet the following requirements:

- Strict Local Authority Tendering Process
- Integration with PLACIS Local Authority Back Office system
- Rapid file retrieval for over 200 users
- Provision of a total imaged land history
- Flexibility and scalability to meet both existing and future needs such as integration to GIS, CRM and call centre technology

SOLUTION CREATED

An OnBase integrated document management system from Hyland Software was selected after a thorough competitive tender process. The system included the following OnBase modules, as well as Document Imaging from Kofax:

- COLD/ERM
- Document Import Processor (DIP)
- Web Server
- CD Authoring
- Extended Mail Services

HARDWARE UTILISED

Fujitsu A4/A3 flat bed scanners using Andrenaliner software were acquired. The images are stored on the network and a Web server was also provided.

RESULTS

Within weeks of implementation the system was running smoothly with scanning underway. In the first 18 months, the following milestones were reached:

- Approximately 3,000 planning & building control files containing letters, maps and photographs were imported into the system.
- A total of more than 5 million individual documents were scanned.
- More than 30 cabinets of planning files in two rooms were reclaimed for use as prime office space.
- 23 trainees gained NVQs after working with the system.
- Taking into account all costs, a payback was achieved in the first 12 months with ongoing cost savings.
- Government service targets were also achieved, with access times reduced from 30 minutes to under five seconds per document.

FUTURE PLANS

- All departments will have access to the scanning hardware, with Document Import Processors for all council services.
- The process will be embedded into all back office systems, facilitating the corporate aim of a move towards work flow.
- Scan stations will be gradually centralised for 24/7 operation.
- 24-hour turnaround for planning applications by 2005.
- Web-based instant 'on demand' function, due to go live by April 2004 as an embedded element in the restructured Intranet.
- Further CRM and workflow/call centre integration.

ONBASE ACCORDING TO THE METROPOLITAN BOROUGH OF ROCHDALE

"Hyland spent time up front to ensure they had a thorough understanding of our current and future requirements, and then worked with us to ensure that they were met. Hyland is not just a supplier but an important business partner to Rochdale Borough Council.

Training costs were minimal and one off, the system is easy to implement and even easier to use/support. Also, it is never down - a rarity in networked systems!

The ease with which images can be manipulated with no technical knowledge is stunning. The security of those same images is never compromised and the total audit trail for every document is remarkable.

OnBase represents excellent value for money on both initial and future licence and support costs. The number and scope of possible add-ons allows us to plan out an e-government strategy that will place us in the top quartile of performing authorities."