

County delivers superior service by connecting the field and office

The Challenges

- Lugging around clipboards and loose files slowed inspections
- Supporting many systems burdened IS and delayed response to constituents
- Printing and sharing confidential information increased security risks

The Results

- Works with mobile devices so inspection process completed in two-thirds less time
- Delivers exceptional constituent service by providing staff with easy access to information
- Locks down security so information stays in the right hands

The Customer

It might be the best kept secret in Georgia. Home to beautiful parks and a fantastic quality of life for its 670,000 citizens, Cobb County's sole mission is to preserve and improve life for the community by delivering superior constituent service.

The Challenges

As Cobb County grew, technology costs and document storage became a burden. Each department needed separate applications and they were all bogged down with paper documents. Locating information fast was a challenge. Papers were piling up. When the county ran out of space, it began storing documents in boxes wherever they could find room.

From the Department of Transportation to the courts, sharing information among departments was a balancing act. It often required sending copies from one department to another or redundantly typing data into separate systems. Anytime confidential information left the printer, employees had to go to extraordinary measures so it never fell into the wrong hands.

Like many counties, Cobb questioned whether its document management systems could sustain the growing need to share information. Administrators felt the burden of supporting different applications across the organization. Cobb knew it needed an enterprise solution that could span the entire county and grow as the county evolved.

The Solution

With 3,000 documents arriving daily, the county was rapidly exceeding its available document storage space. It needed a smart solution that could sustain future growth. So Cobb County teamed up with Authorized OnBase Solution Provider Harvest Technology Group to create a versatile solution that would tackle the county's problems. Together they laid enterprise content management (ECM) groundwork by implementing OnBase across six departments.

Bring technology into the field for better constituent service

Like most counties, Cobb enforces residential and commercial construction building codes to protect the health, safety and welfare of its citizens. While inspecting building projects and code enforcement cases, inspectors and enforcement officers used to work with clipboards and physical files, often calling results back to the office. There, a clerk transcribed the data into the permit system in addition to various spreadsheets, reports and other files. This meant that clerks were tied up on the phone instead of serving constituent needs.

“Waiting for paper documents to move from group to group was a slow process. Now with OnBase, we review documents in minutes. This has sped up our response time for inspections and improved our constituent service.”

– Renee Morris
Cobb County Department of Community Development

Today, the county has replaced clipboards with cost-effective electronic tablets and air cards. Field inspectors upload results and reports right from their mobile devices. Because they are stored in OnBase, inspection results are available for processing instantly. And there are no more phone call transcriptions. Clerks spend more time with constituents, offering better service and shorter lines. By capturing data using mobile devices, the process now takes two-thirds less time – time that was previously spent pulling files and generating more paper.

Integrate applications to bring departments together and work smarter – faster

Despite the county’s diverse technology needs, agencies using OnBase are uniting their everyday business applications with information stored in OnBase. Powerful integration capabilities allow users to work in familiar programs without switching screens or resorting to paper files. OnBase works behind the scenes connecting people with information. Whether it’s integrating with Oracle™ forms, Accela® or state-required case management systems, Cobb County now responds faster to constituent requests.

“I have instant access to the documents I need in OnBase. With one keystroke, I see notices, citations, photos and correspondence without going to a filing room to search through a multitude of files,” attests Senior Code Enforcement Officer, Cathey Pickett.

Protect privacy with flexible security configuration

Keeping public information secure is vital for any government agency and Cobb County is no different. If confidential documents go missing, there’s a risk of costly fines and lawsuits. Before OnBase, security was labor-intensive and made information sharing a challenge.

Flexible security options native to the OnBase ECM solution ensure that information stays safe. OnBase locks down information so users see only what Cobb wants them to see, helping support more effective compliance practices. And, since departments within the county share a common content repository, the Sheriff, Medical Examiner and District Attorney can share information across departments easily and documents never get lost.

Using OnBase framework, Cobb County developed technology standards to accommodate future ECM expansion. Now departments work together with existing technology and require less support from Information Systems. With a unified infrastructure in place, the county plans to expand OnBase to other departments.

Why OnBase?

Providing superior constituent service isn’t just a lofty goal. Like most counties, improving the community’s quality of life is a primary objective.

Whether it’s issuing permits faster or protecting confidential information, OnBase supports Cobb County in its service mission. Departments access information faster and improve response times without logging into multiple applications. That’s the flexibility of OnBase.

Learn more at Hyland.com/Government

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