

# **County cuts disaster recovery, document management concerns with one product**

*“Documents tie our county together. We needed a way to connect them to our people and processes for faster service.”*

– Doyle Johnson  
Business Application Development and Support Services Manager

**OnBase**  
a Hyland Software solution



### The Challenges

- Connect departments across the county
- Protect critical content in case of a disaster
- Link documents to Accela Automation®

### The Results

- Shares documents enterprise-wide
- Eliminates disaster recovery concerns
- Lets users instantly access documents connected to Accela

---

### The Customer

Although Pinal County, Arizona, claims more than 20 ghost towns from the days of the old west, the county is anything but deserted today. Located just south of Phoenix, Pinal County's growth has helped Arizona stay in the top five fastest growing states for 20 years.

---

### The Challenges

The bottom line was speed. Pinal County had invested in electronic systems across the county to serve constituents, employees and related agencies faster, but speed of service was still a concern. The county's existing systems did a great job of connecting teams to data, but there was no way to link related documents across the enterprise. Pinal's leaders knew this would be a big problem if the county ever experienced a disaster but even everyday processes like permitting and planning were impacted.

---

### The Journey

Unable to link documents and data, the county was drowning in paper. Folders, file cabinets and duplicate copies of the same document were the norm. Leaders went in search of a solution, particularly to lighten the load on the offices of the recorder, treasurer and assessor. Pinal turned to one of its existing technology providers, OSAM Document Solutions, Inc., also in nearby Phoenix and also an Authorized OnBase Solution Provider.

---

### The Solution

#### ***Dedicated, fast service sets the stage for future success***

"The fast response we received from OSAM and the service we continue to receive from both OSAM and Hyland Software is what's made our solution so successful," says Doyle Johnson, Business Application Development and Support Services Manager. "We're a very demanding customer and teams from both OSAM and Hyland have come through for us many, many times.

Pinal County started using OnBase as a scan and retrieve system. Leaders simply wanted to make it easier for staff to find documents to serve constituents faster and more accurately. But it wasn't long before Johnson and other county leaders had another concern – disaster recovery.

#### ***Disaster recovery options keep Pinal County running even in worst of times***

Johnson and his team continued to put OnBase into action across the county. "Documents tie our county together," he says. "And it wasn't long before we had more than 1 billion of them in OnBase."

With so much critical content and so many vital processes tied to OnBase, the county needed a way to secure it in case of a disaster. "We had two options," says Johnson. "Build it or buy it, and there was no way we had the resources to build it."

OSAM suggested Pinal consider disaster recovery services from Hyland Software and OnBase. After reviewing the four solutions – Hosted Disaster Recovery, Emergency On-Site Recovery Services and Database Validation and Disk Group Validation – Pinal quickly chose all four. "The price alone made it obvious that we needed to take advantage of every disaster recovery option Hyland offers," says Johnson.

*"If it wasn't for these services and a disaster struck Pinal County, we'd be back on pencil and paper for days. We wouldn't be able to do this on our own. This is the best disaster recovery service we've ever seen."*

– Doyle Johnson

Now, via Hosted Disaster Recovery, any content Pinal County stores in OnBase is automatically synchronized and stored at a Tier One, SAS70 II data center that is managed by Hyland's OnBase OnLine team. In the case of a disaster, users just log onto a secure website for fast access to that same content. This means users continue "business as usual" while IT teams focus on getting the on-premises OnBase solution up and running.

Pinal County also protects itself before a disaster strikes with Database Validation and Disk Group Validation. Hyland Software professionals perform regular database testing to ensure that the backup media can be used to restore the county's OnBase system. The data synchronized and stored in Pinal County's Hosted Disaster Recovery site disk groups is also validated each month as part of the service. If Hyland staff spot a problem, Pinal is instantly notified so the two can work together to solve it.

"If it wasn't for these services and a disaster struck Pinal County, we'd be back on pencil and paper for days," says Johnson. "We wouldn't be able to do this on our own. This is the best disaster recovery service we've ever seen."

#### ***Accela integrates with OnBase for faster answers for employees and citizens***

OnBase isn't Pinal County's only mission-critical system, though. When it comes to managing data related to planning, development, air quality, building safety, environmental health and public works, Pinal relies on Accela Automation® (Accela).

To access documents related to these projects, however, users had to have both Accela and OnBase open and running at the same time. If one program wasn't open, users had to take time to open and log into the other application. This time-consuming task not only delayed projects, but also slowed response times to constituents.

Now, Pinal County connects OnBase and Accela to keep projects moving and answers accurate. OnBase makes documents available at anytime and from anywhere – including from Accela screens, the Internet or from the Accela Field Inspection tool. Documents and drawings are available in a single mouse click so projects keep moving and users never need to leave their familiar Accela application.

Just as importantly, user reaction has been phenomenal. "Staff says the integration makes their jobs ten times faster because they stay in one system," says Devon Newbrough, OnBase Administrator and Server Analyst. "They can see and edit a document from a single link."

---

#### **Why OnBase?**

OnBase makes your document-centric processes stronger. More than 900 government organizations use OnBase to connect content with people and processes. Whether disaster recovery or providing faster answers is your concern, OnBase can help. Start small and grow your solution across the enterprise.





**time to make a difference.**

Get more information out of existing business applications. Reduce, even eliminate, wasteful, redundant tasks. Now you can spend your time on the things that really matter. That's effective document and process management.

That's the OnBase difference.

Learn more at [OnBase.com/Government](http://OnBase.com/Government)

**OnBase**<sup>®</sup>  
a Hyland Software solution