

SIMPLE JUST GOT EASIER

| PAINTING THE TOWN MAXXVAULT - IN DEPTH

Towns, cities and municipalities are complex organizations, composed of multiple departments providing widely diverse services. From police reports to sewage system maps or building permits to by-laws, the work involved in running a municipality generates a huge volume of documents.

Routing, filing, managing and storing both paper and electronic documents costs townships and cities millions of dollars annually; often, these costs seem hidden in the larger budget in the form of floor space taken up by multiple file rooms or labor inefficiencies searching for electronic documents in the network folders or email. By drastically reducing the volume of paper consumed, printing and copying, transportation, storage facilities, and the labor needed to manage these documents, municipalities can expect a drastic improvement to the operating budget. It can also provide a noticeable improvement in client services and provide real “green” program benefits.

Solutions for every department

The MaxxVault Enterprise document management suite is designed to handle diverse document types and workflows. Since each department has its own unique documents and processes, MaxxVault is ideal for delivering increased accessibility, efficiency and security. MaxxVault has the tools to help every department manage their documents or share them across departments as required.



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Council Chambers

Cities and municipal governing bodies have to deal with financial, legal and social matters. To reach decisions involves a great deal of information, planning, discussion, review and compromise. While in the council chambers, council members may need access to information in reports, studies, emails, proposals, etc. that they may not have with them. MaxxVault puts the full breadth of city documents at the fingertips of councilors or their staff right from their laptop. With a quick index or full text search, the required document can quickly be presented or even emailed to the other council members immediately.

With MaxxVault's Version Control tools, changes can be made to all documents - including Council meeting agendas - right up to the last minute. Each change by each user is tracked and saved. Since the latest version is accessed by default, when Council agendas are published there can be no doubt that it is focused on the most pressing matters. Should an item cut from the agenda need re-instatement, with MaxxVault it is a simple thing to call up the older revisions to restore the missing items.

Benefits:

- Collaboration tools track changes to documents
- Immediate access to documents and data when needed
- Easy sharing of information
- Document workflow speeds decision and approval process
- Easily publish agendas and minutes to the city website for public access

Finance and Tax Center

As with any finance and accounting department, there is a great deal of documentation around the tracking of income and expenditures. Detailed reports need to be made available to city councilors and the general public about income, purchases and savings. With MaxxVault as your document and workflow backbone, managing the finance department has never been easier.

Using MaxxVault Enterprise to process incoming and outgoing documents is simple. MaxxVault captures documents from any source (scanner, fax server, email, network folders and any of your departmental LOB applications) and sort them immediately according to your policy and standards. The documents are then routed according to your document workflow for approval and payment.

MaxxVault workflow dramatically reduces the need to shuffle paper and virtually eliminates lost or misplaced files. For instance, AP invoices are scanned and immediately routed to the various department managers for review and to authorize payment. The managers create and attach vouchers to the invoices with related backup documentation and send the completed documentation to the Comptroller's office for processing and payment. All of this is done without shuffling any paper between offices. Moreover, staff can track all documents in the workflow, locating bottlenecks and making adjustments to work load to ensure speedy processing. And because payment processing is more efficient and faster it will be easier to take advantage of quick payment discounts.

While MaxxVault can capture invoices, journal entries and other reports from your financial application it can also retrieve stored documents from within your accounting application without the need to switch between applications. Working with static documents and your financial software has never been easier.

Benefits:

- Faster payment and purchase authorization processing
- Documents available from within other applications – no toggling between screens
- Capture documents directly from ERP and financial applications
- Supporting documents linked to source document
- Dramatically reduce paper storage
- Quickly find documents and share via web or email

Benefits:

Greater document security

Move internal forms from paper to the web

Central employee library for the latest HR policy documents, forms, training materials, etc.

Records management ensures employee records are maintained their appropriate term and are not accidentally destroyed or deleted

Human Resources

Human Resources documents are among of the most sensitive and private documents in any office. Making sure they are secure and managed properly is essential. Moving from paper to electronic documents stored in MaxxVault increases your control. Access to sensitive information requires credentials to MaxxVault, rights to the HR folders and even access rights to the documents themselves. Even if an employee has access to a particular folder, he still may not be able to access all the documents it contains. Additionally, to ensure the highest security possible to adhere to legal regulations, a separate MaxxVault application with its own database can be created for the HR department.

Employee records, time cards, accident reports, vacation requests can all be stored, managed and routed in MaxxVault. For instance, new policy documents requiring review and acknowledgement by employees can be sent electronically. Each employee can review and acknowledge the policy document without ever having to handle a printed copy. Managers also have the ability to see exactly who has and has not reviewed the document and is able to address any delinquent employees immediately. And, finally, the document remains available to the employee for future reference.

With MaxxVault's e-Forms application this process can be taken a step further. Internal forms such as insurance claims or self-evaluations need not be printed but can be completed online via secure intranet. MaxxVault captures the information as a static document but also sends the form field data to your database where it can be reviewed.

City Clerk

Municipalities of all sizes and shapes are bound by records management laws. City Clerks need help managing and maintaining documents in compliance with these regulations. While most have paper records management and retention policies in place, MaxxVault can make the process much easier, efficient and secure. Additionally, electronic records in email or sitting unprotected on the network pose a completely new set of management problems.

Once documents are stored in MaxxVault, they are secure from prying eyes. Document access is restricted at the point of entry and then by the user profile. A system containing millions of documents may only yield a few hundred, depending on the user's profile. There is no longer a need to worry about unlocked doors or otherwise unauthorized access into the file room. Every MaxxVault user's activity as well as the history of each document is tracked by MaxxVault. If there is ever a situation where there is a question about who accessed a document or if a document was printed, edited, emailed, etc. the details regarding "who," "where" and "when" can be discovered quickly with MaxxVault Reporting tools. Also, the records manager can use MaxxVault to track the retention schedule for each document, ensuring that documents are kept, protected and destroyed according to legal requirements.

If users other than the primary records managers need access to the documents, they can be given temporary access to them. MaxxVault system administrators can restrict access to only the documents requested, keeping the rest of the archive hidden. The administrators can also limit the ability of those accessing the documents, such as: preventing the document from being opened in other applications, blocking their ability to print or email the document, and even requiring users to

Benefits:

Create a central library of municipal records for easy access and distribution

Enable high security while also speeding access when required

Ensure documents are monitored, kept and destroyed according to legal obligations

Quickly find documents

Avoid unnecessary duplication

Provide a complete audit trail on the documents / users.

Store all records (scanned paper and electronic documents) in the same location

add notes as to why they needed access to the file. With MaxxVault, a request for documents can be fulfilled in minutes, providing the authorized user access from any location. There is no need to loan the originals or make expensive copies which must be tracked. In MaxxVault, the documents are more secure and yet more available when needed.

These same controls apply to electronic records as well. Spreadsheets, reports, video or any other electronic file can be stored in MaxxVault. Acting as a central library, documents are easy to find and ready for collaboration and distribution. There is no fear of accidental moving or deletion from the network, unauthorized access or unmonitored changes. Additionally, important documents are not isolated on a local PC or laptop but always remain available when needed.

Emergency Services (Police, Fire, EMS)

Benefits:

Dramatically reduce paper storage

Reduce printing, copying and shipping costs

Share and process files faster

Gather diverse document types in one, secure location

Accident, fire and crime reports filed by citizens and emergency responders are just the beginning of the documents that city emergency services have to control. As incidents are investigated, more and more documents are added to the ever-growing pile. File rooms expand, costing more and more. MaxxVault eliminates the costly storage and puts the documents at the finger tips of investigators, attorneys and those involved quickly and efficiently.

When complete, incident reports containing a barcode (indicating the incident/case number) are scanned into MaxxVault. The case number is auto-populated into the index fields, linking the image to the case management system for instant retrieval when needed. The documents themselves are entered into the appropriate workflow for processing. Subsequent documents related to each case can easily be added and linked to form a complete package. These documents can include scanned images, electronic office application files (Microsoft Office, etc.), web forms or even photos emailed from smart phones. All case documents are

available to staff in the office or out in the field via web access. In addition, case files are easily shared with insurance agencies and attorneys via web access or can be found and sent quickly via email. There is no need for extra copying or shipping of documents.

Licensing and Permits

With MaxxVault in place the process of approving documents and granting licenses to applicants will be easier and faster.

Requests for licenses are scanned (or completed as electronic forms), indexed and entered into a workflow queue for processing. MaxxVault can set up the workflow to route to the appropriate clerk(s) to begin the granting process. Once scanned, the file is completely electronic. Documents can be edited, notes can be added to them and other documents can easily be linked to the file. Processing of the documents takes place on the computer screen. Once the licensing department clerk has completed the file, it can be routed to other people or locations – such as the Police Department – with the click of a button. MaxxVault will immediately notify the appropriate Police Department staff by email that there is a new licensing request requiring a background check. The Police Department will have access to the documents from their desktop – there is no need to transport paper files. Once the Police Department has completed their review, the request can be accepted or rejected. Depending on their choices, the workflow is routed accordingly.

Benefits:

Paper applications can be slowly reduced or even phased out completely

Eliminate lost records

Allow for instant access to documents for enhanced customer services

Eliminate shipping of documents between departments

Speed up processing times

Allow direct access to supporting documents from within other Line-of-Business programs

Ensure proper security to the documents

Facilities Management

There is a great deal involved in managing public buildings and spaces. Plans, reports, and schedules all need to be carefully tracked. Each venue requires annual inspections, health and safety audits, and weekly maintenance reports. Many also have rooms or sporting facilities available for the public to rent. In other words, managing facilities also means managing a great deal of paperwork.

With MaxxVault, managing this paper flow has never been easier. Annual safety and fire inspection reports can be filed directly into a MaxxVault workflow where they are immediately sent to management review and sign off. Likewise, regular maintenance logs and reports can be scanned and entered into the MaxxVault system from a small scanner in the maintenance department of each building. Because MaxxVault allows for searching by index fields and document text, it is easy to find specific documents. In one quick search, all of the documents related to a specific incident may be retrieved. For example, in the case of graffiti vandalism, the police report, cleaning supplies ordered, photo of the damages and maintenance report would all be quickly found by index value or content. Additionally, MaxxVault can be linked to your ERP or Computerized Maintenance Management system for immediate access to supporting documents.

Many public facilities are also available for public and semi-private use. Signed rental and lease agreements can be scanned for immediately routing to the clerks responsible for scheduling and ensuring payment has been made. And if there is a problem, the rental agreement is easily retrieved for fast dispute resolution.

Benefits:

Instant access to maintenance history

Reduce paper storage

Centralized access to all documents

Faster workflow

Green technology

Housing Authority

Housing and Community Development oversees and coordinates all affordable housing programs, both rental and ownership, and all community development activities. Responsible for HUD and Section 8 program administration, implementation, and budget compliance, the department maintains records of the program participants within the system.

In order to become eligible for the Section 8 program, participants must apply and go through an annual approval process. The program application and registration files contain highly sensitive documentation such as birth certificates and other forms of identification, proofs of income, and proofs of residency. Prior to each participant's expiration date, the Housing Authority requests specific information and documentation to determine eligibility for the next year. Because of the sensitive nature of this documentation, security is vital.

Local government entities entrust MaxxVault with their document security and integrity. By scanning and saving each participant's documentation in MaxxVault, security can be set for only authorized users. The Housing Authority can rest assured compliance is met and participant data is safe under MaxxVault's "lock and key" security.