

Case Study



The City of Dunedin, Florida, Utilizes Fujitsu and API Document Imaging Solutions to Manage Records and Save on Storage Costs

The City of Dunedin is one of the oldest towns on the West Coast of Florida. It offers something for everyone. A quaint and active downtown, beautiful parks, recreational activities for all ages, history, culture, educational opportunities, a wide range of housing choices, and much more. Like any town, residents of Dunedin rely on the city's public offices to keep the town running smoothly. These offices also house all of the city's public records which include everything from municipal documents and birth certificates to invoices and building permits. However due to the overwhelming amount of paperwork that comes in and out of these offices each day, the City of Dunedin was experiencing frustrations with their storage, filing and retrieval efforts.

Business Needs

Corridors, conference rooms, and offices were overflowing with paper documents, creating potential fire hazards and stifling the efficiency of the 300 plus employees that maintain these daily records. Furthermore, additional expenditures resulted from the need to rent out storage spaces that were continually increasing in number.

Solution

In March of 2005, James Guerin, Information Services Director for The City of Dunedin, decided that the city needed a comprehensive document imaging solution that was reliable, easy to use, and fully capable of centralizing the content traveling in and out of the disparate offices. After meeting with multiple software and hardware vendors, Guerin chose intuitive software from Advanced Processing & Imaging, Inc. (API) along with robust and easy-to-use scanners from the Fujitsu workgroup and departmental line. What made API and Fujitsu stand out in the crowd of vendors was their ability to offer an intelligent solution that was equipped with all the functionality required to digitize and archive each document quickly and accurately. The Fujitsu scanners feature ultrasonic double-feed detection to ensure each user that all information is captured on each document clearly and correctly. They can also scan two sides of a document in one pass and automatically deskew and delete blank pages. API's software integrates seamlessly with the city's existing AS 400 municipal application server built for state and local government facilities, automating the indexing process.

"As record keepers, the city clerk's office alone averages about 500 – 1,000 scans per week," said Guerin. "They need to get information in and out of the system as the citizen's request it. Collectively, the Fujitsu scanners and API software immediately improved the city's employee efficiency rates and sped up document retrieval time."

Benefits

In no time, the city had the scanners and software up and running with minimal employee training. Guerin's team of volunteers and city clerk staff set up shop, grabbing boxes of paper and forming an assembly line as they ran handfuls through the Fujitsu scanners. Upon scanning, these documents were flawlessly and instantly digitized and filed on computers in one centralized location using API's content management software. After a year and a half, all the paper was cleared from the rooms that were previously acting as storage spaces for these documents. The hallways were no longer hazardous and the rooms were made available to employees as additional office spaces.

"Once the Fujitsu and API comprehensive content management solution was fully deployed, we knew we had chosen the best equipment for our setup," said Guerin. "I have such a small staff and operation that I can't really worry about hardware maintenance. We digitize thousands of documents each day and require a setup that can handle the load. The durability and quality of the Fujitsu scanners is phenomenal. We have never needed any service calls or experienced any outages and they work seamlessly with the API software."

Now that the archives are clear, the city also no longer has to pay monthly storage costs that originally went to rental spaces. Furthermore, Guerin says they now have the time and resources to focus on the city's green initiatives. By enabling employees to send electronic copies of documents to a centralized location, they are moving toward a paper free environment and significantly cutting back on paper waste. In the future, they'd like to expand the document imaging system to the city's recreation department in order to scan filing cabinets full of medical liability waivers as well as the city's water department for utility records.

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