Meet the Challenges of Great Public Service

Protect documents, streamline agenda creation and provide efficient access to public records

Setting the standard in local government document and records management, Laserfiche helps thousands of government agencies around the world meet the challenges of 21st-century public service.

Consider your growing workload. Responding to demands for instant access to public records. Keeping those records secure. Maintaining archives of maps and drawings, and providing access to engineers and emergency personnel.

As you face these demands in the Clerk's Office, in Public Works, in your Police and Fire Departments—throughout local government—what is the impact of paper- and microforms-based records management on budget, productivity and quality of service?

Learn More Inside

▸ **Enforce Consistent Records Procedures with DoD-5015.2-certified Tools**

▸ **Find Information Faster**

▸ **Protect Documents and Records**

▸ **Simplify Agenda Processes**

▸ **Improve Access to Public Records**

▸ **Streamline Integration and Deployment**

Run Smarter℠

Laserfiche®

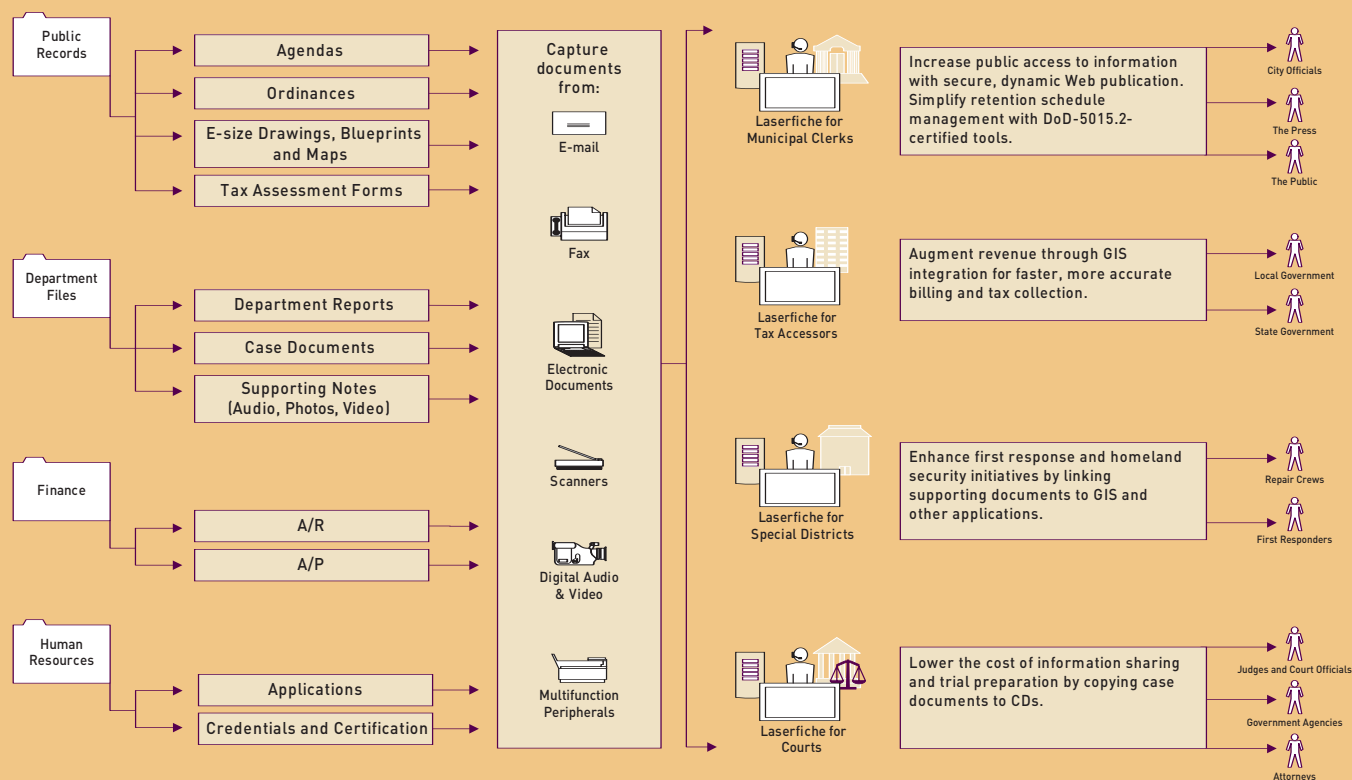# Universal Accessibility and Long-Term Records Preservation

Challenges of the Status Quo

▸ Hours spent responding to public information requests

▸ Time-consuming document retrieval from records rooms and off-site storage

▸ Administering complex records retention, accession and destruction procedures

▸ Manual compilation, approval and distribution processes for agendas

▸ Challenges of preserving public records for the future

▸ Difficulty controlling access to and distribution of sensitive records

The Laserfiche® Potential

▸ Easy, secure Web publishing to save time and labor

▸ Instant document retrieval to improve productivity

▸ Simplified, consistently enforced records policies organization-wide

▸ Cost-effective agenda creation and distribution

▸ Secure, reliable archiving on CDs, DVDs and other media

▸ Enhanced records protection and security

Laserfiche, Serving the Public Servant

Public Records
- Agendas
- Ordinances
- E-size Drawings, Blueprints and Maps
- Tax Assessment Forms

Department Files
- Department Reports
- Case Documents
- Supporting Notes (Audio, Photos, Video)

Finance
- A/R
- A/P

Human Resources
- Applications
- Credentials and Certification

Capture documents from:
- E-mail
- Fax
- Electronic Documents
- Scanners
- Digital Audio & Video
- Multifunction Peripherals

Laserfiche for Municipal Clerks — Increase public access to information with secure, dynamic Web publication. Simplify retention schedule management with DoD-5015.2-certified tools. → City Officials, The Press, The Public

Laserfiche for Tax Accessors — Augment revenue through GIS integration for faster, more accurate billing and tax collection. → Local Government, State Government

Laserfiche for Special Districts — Enhance first response and homeland security initiatives by linking supporting documents to GIS and other applications. → Repair Crews, First Responders

Laserfiche for Courts — Lower the cost of information sharing and trial preparation by copying case documents to CDs. → Judges and Court Officials, Government Agencies, Attorneys

"I received a request yesterday from the state retirement board for all the payroll records on an employee who started here in 1977. We had to send a clerk up to the attic. It was about two hours' work. If we'd had it on Laserfiche, the clerk could have tapped a few keys and handed it to me in less than a minute."

Leonard Verrastro, Town Clerk,
Mamaroneck, New York

Laserfiche at Work in Local Government

Local government agencies and departments use high-speed scanners to capture budgets, maps, employee records, the municipal code, police reports—documents of varying types and sizes—into single or multiple Laserfiche databases. You can also import text files and other electronic documents, including e-mail and digital audio and video files, with automated import tools or simple drag-and-drop actions.

Comprehensive security measures safeguard your digital archive with individualized protective measures for specific departments. Original documents can be removed or destroyed. Digital backups can be stored safely off-site.

Authorized personnel then search and retrieve documents instantly with Laserfiche's Intelligent Search. Users view, print and e-mail documents from their desktops. Documents may be archived to CD or DVD, or dynamically posted to your intranet or the Internet without HTML coding.

Consider the Cost of Providing Maps and Drawings to Engineers

▸ What are the physical storage costs for large-format maps and drawings?

▸ How much staff time is lost searching for documents in file rooms or off-site storage?

▸ How long must engineers and first responders wait for mission-critical plans?

▸ What are the risks to historical drawings from repetitive handling?

▸ What are the cumulative costs in terms of budget, staff hours and quality of public service?

Now Consider Meeting Those Demands with Laserfiche

▸ Scan historical maps and import AutoCAD® files into a secure digital archive.

▸ Index maps and drawings with customizable templates for precision retrieval.

▸ Give engineers instant access while reducing paper reproduction costs and alleviating the retrieval burden on planning department staff.

▸ Field personnel access critical information on-site from wireless-enabled laptops.

This is just one example of how Laserfiche software helps improve public service. Designed for rapid deployment, scalability and seamless integration, Laserfiche delivers solutions for today's local government.

"What I like most is that crews can start fixing problems immediately, without waiting for somebody to go to a remote office and look for documentation. Before Laserfiche, [locator] cards went missing, often just as they were needed to repair a major disaster such as a flood."

John Whelan, Supervisor,
Works & Emergency Services Staff, Toronto, Canada

Real-World Benefits from the Clerk's Office to Special Districts

Enforce Records Procedures with DoD-5015.2-certified Tools
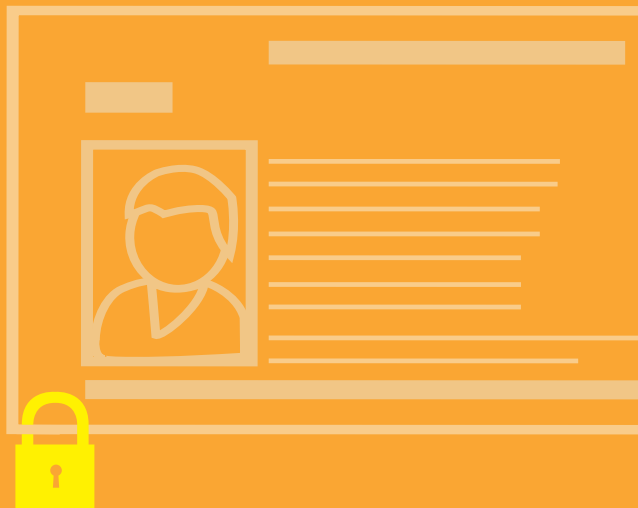
Records management for local government must be many things. Reliable. Unfailing. Secure, but accessible to authorized staff. Comprehensive, but sensitive to departmental demands. Designed to help you achieve those goals in the real world, the Laserfiche Records Management Edition provides dependable, total life-cycle digital records management.

▸ Enforce consistent records policies for both physical and digitized records.

▸ Manage records and documents, including e-mail and digital video and audio, from a single application.

▸ Easily implement your file plan with a customizable folder structure.

▸ Assure proper filing with mandatory metadata acquisition and automated extraction of e-mail metadata.

▸ Streamline retention and disposition configuration.

Find Information Faster

Laserfiche Intelligent Search retrieves documents instantly, allowing staff to find and distribute information with unparalleled speed. With the flexibility of full-text and customizable index searches, Laserfiche allows on-demand access to documents.

▸ Locate documents instantly with Laserfiche Intelligent Search.

▸ Unlock your documents' contents with full-text searches.

▸ Combine searches for precision document retreival.

▸ Easily generate disposition eligibility and other reports with specialized records management searches.

▸ Find documents using fuzzy search capabilities even if you are unsure of the search term's spelling.

▸ Retrieve image-only documents, such as maps and drawings, with customizable index field searches.

Protect Documents and Records

Maintaining, moving and protecting paper and microform records are expensive tasks. Disaster and theft threaten the integrity of archives. Photocopying for off-site storage is labor-intensive and costly.

Digital media also raise concerns: Will evolving technology allow future generations access to public records? Digital archiving with Laserfiche resolves these concerns while facilitating disaster recovery planning.

▸ Store entire document repositories on durable, royalty-free CDs or DVDs.

▸ Built-in search and viewing capabilities promote more effective operations continuity in the event of a disaster.

▸ Maintain future accessibility with non-proprietary ASCII and TIFF file storage formats.

▸ Easily reconstruct destroyed or damaged archives from digital backups.

▸ Safeguard information from the repository level to that of individual words.

"We were about 20% automated when I began here. We had an antiquated retrieval system that took a very long time—nowhere near the level of service I wanted to give our citizens. With Laserfiche, we are 99% automated."

Valerie Burrowes, City Clerk,
Sacramento, California

Simplify Agenda Processes

Labor-intensive planning of regular meetings for councils and other bodies impacts personnel in every department. Last-minute changes, gathering approvals and preparing minutes consume staff hours and create massive paper-handling and storage burdens. Laserfiche Agenda Manager™ automates agenda compilation and approvals workflow for efficient agenda building, faster distribution and easier posting of agendas and supporting materials to the Web.

▸ Ease the agenda compilation process with automatic notifications to contributors.

▸ Speed approvals with automated document routing.

▸ Reduce costs and relieve the paper burden with efficient electronic distribution.

▸ Improve public service with instant Web availability for citizens and the media.

▸ Simplify the preparation and distribution of minutes.

Improve Access to Public Records

As the demand grows for instant access to public information, local government needs an efficient, cost-effective Internet solution. Laserfiche WebLink™ is an e-government solution that provides a secure way to publish documents on an intranet or the Internet. Multiple departments, remote offices and the general public can search budget information, public safety guidelines and other documents without increasing your staff's workload.

▸ Efficiently publish documents to the Web without HTML coding.

▸ Deliver improved access to public records while saving time and resources.

▸ Provide security for digital archives—records management staff maintain complete access control.

▸ Easily customize WebLink to match the look and feel of your existing Web site.

▸ Platform independence provides widespread access via standard Web browsers.

Streamline Integration and Deployment

Scalability allows local governments to budget for departmental installations and then expand organization-wide, minimizing implementation risks. Support for multiple servers allows administrators to configure separate repositories for individual departments while maintaining a controlled environment. Repositories can reside in separate physical locations and be protected with individualized security measures.

▸ The Laserfiche administration console is fully integrated with the Microsoft® Management Console (MMC) environment, with complete support for snap-in tools.

▸ Open architecture simplifies integration with standard applications, such as GIS and others used in your Finance, Human Resources, Public Works and Public Safety departments.

▸ Non-proprietary file storage formats maintain future accessibility.

▸ Configure access and feature rights by users and groups.

▸ The system leverages COM (Component Object Model) technology to facilitate customization.

▸ Support for industry-standard Microsoft® SQL Server™ and Oracle database platforms simplifies integration and delivers maximum scalability.
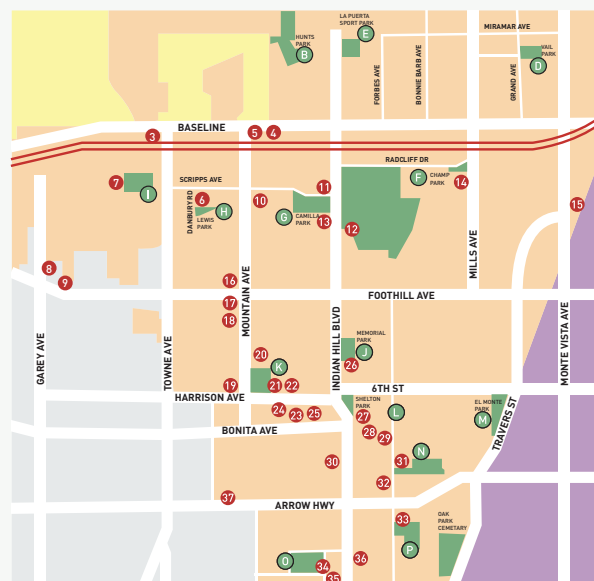
"Our Laserfiche document management system was working so well for City Hall we decided to try it in the Police Department. It took half an hour to get Laserfiche working with the law enforcement CAD/RMS system. Next up for us, the public will be able to access all Laserfiche documents relating to a property by accessing a map and clicking on a land parcel."

Steve Senkle, Information Systems Manager, Claremont, California

About Laserfiche

Laserfiche Product Suite

Laserfiche Document Management Platform
These core products help you organize, protect and retrieve information.

> Laserfiche United™ and Laserfiche Team™
> Laserfiche Records Management Edition™
> Laserfiche Web Access™

Document and Information Capture
These tools bring paper and electronic documents into your digital system.

> Laserfiche Quick Fields™
> Laserfiche Import Agent™
> Laserfiche Snapshot™

Document Distribution
Provide secure, efficient document access to users across the office and around the world.

> Laserfiche WebLink™
> Laserfiche Plus™
> Laserfiche E-mail Plug-in™
> Laserfiche COLD™

Business Process Management
Streamline document-centered processes and track activity for regulatory compliance.

> Laserfiche Workflow Suite™
> Laserfiche Agenda Manager™
> Laserfiche Audit Trail™

Integration and Customization
Tools and packaged solutions facilitate image enabling and back-end integrations.

> Laserfiche Integrator's Toolkit™
> Integration Express™
> Integration Express-GIS™

Software Assurance
Manage change and protect your investment.

> Laserfiche Software Assurance Plans (LSAP™)

About Laserfiche Solutions

A resource for over 21,000 organizations since 1987, Laserfiche creates elegant document management solutions that help organizations run smarter. Dedication to customer-driven innovations has built a suite of products and services that address organization-wide business problems from executive, records management, information technology and end-user perspectives. Laserfiche manages mission-critical information in local, state and federal agencies; financial services firms; healthcare organizations; educational institutions; and other public- and private-sector organizations around the world.

Your Next Step

Call (800) 985-8533 to arrange a demonstration. Also e-mail info@laserfiche.com or visit www.laserfiche.com/gov for more product details or to request your free Laserfiche demo CD.

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