

Case Study: Government

Scan | View | Markup | Edit | Print | Web | 3D

City of Eindhoven, Netherlands—
Before deploying FolderView™ with Spicer ViewCafé®, only one case worker at a time (from 450 employees) could handle a dossier, making documents highly susceptible to loss and damage.

DossierWeergave, or "FolderView", is a folder-based digital document management application developed by Spicer Partner, OIS System Integrators.

More Spicer Government Partners and Customers:

- **CSDC** - City of Portland, Thurston County, Government of North West Territories
- **Contex** - Erie County Water, City of Norfolk
- **FileNet** - City of Carlsbad, City of Eindhoven, City of The Hague
- **Formtek** - Fair Child AFB, LockHeed Martin
- **eiStream/Identitech** - Dade County, The County of Los Angeles

See GSA Contact Information on back

When Seeing Means Everything

Have you ever spent hours searching for a critical document? Now, imagine that document is a social services application. Suddenly losing just one piece of paper becomes a very big deal, and not just for you. Someone's life may be tied to it.

Take for instance, the Social Services Department at the City of Eindhoven, the fifth largest city in the Netherlands. The department handles documents relating to disabilities, welfare, and other social assistance needs. Applications and supporting documents created and sorted by the department's 450 employees were maintained in paper folders in a large warehouse archive. When requested, dossiers were physically tracked down and transported through the City's internal post service to the designated case worker. Only one worker at a time could handle a dossier, while the documents themselves were highly susceptible to loss and damage.

The Challenge

With over 250 new cases and over 6000 incoming, internal, and outbound paper documents per week, the department faced an increasingly cumbersome and steadily growing mountain of paper.

Plans to move to a new building made the paper system even more daunting. The new office would not have permanent desks for every employee. Each day, an employee would find the first available desk and work there. Because of this, retrieving paper dossiers from storage and sending them to case workers would also be frustrating and difficult.

All of these factors led to the need for a flexible solution where workers could access files from any part of the building and at the same time as other employees. Clearly, the City needed a document scanning and electronic storage system.

The Solution

Spicer's Dutch partner OIS delivered DossierWeergave, or "FolderView", a folder-based document management system, which uses ViewCafé as a document viewing and markup tool. All documents are now digitized and stored in a central online repository. Case workers complete original applications on paper after which they are automatically placed into the system as TIFF files and referenced to the appropriate case folder.

All documents relating to a particular case are linked together and case workers can find required folders through electronic search at a moment's notice. No more waiting for the internal post office to deliver. Case workers simply click on a link in the FolderView system to open the document in Spicer's ViewCafé. With Spicer ViewCafé taking care of the viewing and markup of documents, digital files cannot be lost or damaged, meaning the life span of the document is controlled by the needs of the case worker and not by human wear and tear.

Since fully deploying FolderView in 2003, the City has seen a 20% decrease in the number of workers required to handle the documents and dossiers. In addition to the benefits of improved service to the people of Eindhoven, meaning faster responses to client inquiries, employees face less all-round frustration while searching, and all documents are securely stored and easily accessible to multiple workers.

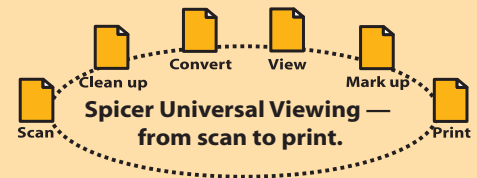


Universal Viewing for Government

Spicer solutions at every step of your document lifecycle

With Government departments and agencies under constant pressure to reduce expenditures, streamline operations, and provide citizens and local businesses with greater access to information, Spicer Universal Viewing Solutions help organizations - federal, state and local - comply with current regulations and standards.

Spicer Universal Viewers enable municipalities to distribute electronic information securely at every step of the document lifecycle. Our solutions also respond to growing Government needs to reduce paper and increase online information quickly.



Government content management needs	Related compliance issues	How can Spicer help?
<ul style="list-style-type: none"> Do you need to maintain records electronically? Does your organization need to review, annotate, scan, or exchange documents online? 	<ul style="list-style-type: none"> Government Paper Elimination Act (GPEA) Freedom of Information Act (FOIA) DoD 5015.2 	<ul style="list-style-type: none"> Use Imagination® to scan and capture your paper documents electronically. Advanced editing and batch features reduce time and save money. • Spicer Universal Viewers view over 200 file formats without the native application.
<ul style="list-style-type: none"> Do you need to make it easier for citizens and businesses to view information over the Web while controlling unauthorized users from modifying documents? 	<ul style="list-style-type: none"> E-Government Act FOIA 	<ul style="list-style-type: none"> Use ViewCafé and provide secure access to documents in a network, intranet or internet environment. Files/records remain on the server and are accessible for visualization and/or markup purposes. This solution ensures that your native document can not be edited.
<ul style="list-style-type: none"> Do you need to ensure record integrity? 	<ul style="list-style-type: none"> FOIA & GPEA E-Government Act DoD 5015.2 	<ul style="list-style-type: none"> All Spicer solutions natively render information —records can be stored in their original format, ensuring the integrity of your data.
<ul style="list-style-type: none"> Do you need to print documents between remote offices in a secure environment? 	<ul style="list-style-type: none"> FOIA E-Government Act GPEA DoD 5015.2 Section 508 	<ul style="list-style-type: none"> Spicer provides AES encrypted Internet printing services that make it easy to send print documents remotely while ensuring print data privacy and integrity. Our document delivery services are more secure than email and more cost effective than fax or courier while protecting your intellectual property. Wireless printing services also available.
<ul style="list-style-type: none"> Do you need to provide secure content access internally and externally? 	<ul style="list-style-type: none"> FOIA, E-Government Act, GPEA, & DoD 5015.2 	<ul style="list-style-type: none"> Spicer's robust APIs ensure that our viewing technology ties into your systems' security features.
<ul style="list-style-type: none"> Do you require a solution that enables people with disabilities to access information online? 	<ul style="list-style-type: none"> Section 508 	<ul style="list-style-type: none"> Spicer solutions comply with the applicable software sections of Section 508.
<ul style="list-style-type: none"> Do you require a solution that will easily work with existing infrastructure and software? 	<ul style="list-style-type: none"> FOIA E-Government Act GPEA DoD 5015.2 Section 508 	<ul style="list-style-type: none"> Spicer has integrations into several leading government Enterprise Content Management (ECM) and Records Management (RM) solutions, including several that are GSA approved (<i>see GSA Schedule right</i>). We support the most popular office, CAD and drawing formats natively, including PDF. Employees can create and edit records using familiar, original applications without having to convert files.
<ul style="list-style-type: none"> Do you need to use redaction to hide sensitive information on publicly accessible records? 	<ul style="list-style-type: none"> FOIA 	<ul style="list-style-type: none"> Spicer's tools enable the dynamic control of user permissions including the blacking-out of images or text to preserve confidentiality.

Spicer Universal Viewing solutions for the enterprise are available for all client and server configurations on Windows, Linux and Macintosh.

Meer informatie:

OIS Workflow Management b.v.
 Ampèrelaan 4
 2289 CD Rijswijk
 Postbus 1194
 2280 CD RIJSWIJK
 tel: 070 415 0217
 fax: 070 399 8929

e-mail: info@ois.nl
www.dossierweergave.nl

To learn more about Spicer, or to try our FREE software downloads, visit us at www.SPICER.com. Or, contact our official GSA Schedule Holders.

©2004 Spicer Corporation. Printed in Canada. Trademarks are the property of their respective owners. Java and all Java-based marks are trademarks of Sun Microsystems, Inc. Windows and ActiveX are registered trademarks of Microsoft Corporation. Imagination, ViewCafé, Image a•X, and DocuJet are registered/trademarks of Spicer Corporation.