

ARIZONA DEPARTMENT OF TRANSPORTATION

FINANCIAL SERVICES DIVISION

CUSTOMER SITUATION

The Arizona Department of Transportation (ADOT) Financial Services Division needed to improve the efficiency of its vendor contract files, which consisted of thousands of files all in hardcopy. Like other Arizona state government offices, the division was tasked by the governor's office to find ways to better manage its project files.

Tracking and maintaining the files was difficult because a number of people required access to them. Searching within the files was time-consuming, and sometimes ineffective, due to the thousands of pages they contained. Projects could go on for years, accumulating several boxes' worth of paper files.

Transferring files between floors and buildings was physically demanding on staff, and resulted in the loss of some files. Without a disaster recovery system, the staff spent valuable time manually replacing lost contents. Numerous state government departments, vendors, and contractors required copies of file contents. The cost and staff time needed to distribute thousands of requested documents was often absorbed by ADOT.

SOLUTION

ICM partnered with ADOT to implement an electronic document management system. To go from paper to digital, ICM scans the contents of all active project files into a PDF format, indexing the images into a database for retrieval. The PDF files are images embedded with searchable text, allowing users to locate files with a word search.

Once the documents are in a PDF format, ICM organizes them into a secure, web-hosted library. This way, anyone with a log-in and password from ADOT can search, view, and distribute project files, including vendors, contractors, and federal agencies.

Having a central repository of files eliminates duplicate files, and an automated record retention plan helps with record-keeping for regulatory requirements and audits.

BENEFITS

ADOT significantly reduced the cost of copying and shipping files to distribution lists and requestors. Now with search capability, productivity increased for document retrieval and files no longer disappear. Electronic files are not susceptible to normal deterioration, nor are they in danger of being completely lost to any sort of disaster.

Customer service (for both internal and external customers) improved because ADOT staff now has information available and can provide immediate answers. Requestors can either access documents directly or receive an electronic copy by e-mail. Eliminating time spent transferring files from one office to another has enabled staff to spend time on more productive tasks.

Finally, ICM enabled ADOT to regain valuable floor-space, and to support current and expected growth plans.