

STRUCTURAL PEST CONTROL COMMISSION

CUSTOMER SITUATION

The Structural Pest Control Commission is a state agency that regulates the commercial pest control industry under the guidance of the Environmental Protection Agency and state statutes.

Each monthly meeting's agenda and accompanying information—about a 1,000 pages—must be compiled and distributed to the seven commissioners, as well as to other interested parties. Until now, all this has been done by hand and under a tight deadline.

Copying and compiling information into binders is very labor-intensive, and shipping the heavy binders overnight is expensive. In the end, having binders of information proved bulky and difficult to use.

SOLUTION

ICM came up with a plan specifically for the Structural Pest Control Commission. The commission now sends all meeting information, including electronic additions, to ICM which then creates a single PDF complete with bookmarks and hyperlinks for fast and easy navigation. The resulting file is easily e-mailed to recipients.

Initially, ICM created CDs of meeting agendas for easier and cheaper distribution. ICM has since improved the system and now produces the agenda information in FTP (file transfer protocol), which allows the commission to post the information directly to its web site, thus eliminating the need to burn and ship CDs.

BENEFITS

The commission has eliminated paper reports and the need to ship, store, and retrieve document binders. It has reduced the costs associated with monthly meetings and has provided faster, more efficient delivery of information to its members. The new system demands less staff time for distribution and automates record storage.

Best of all, it is now much easier for the commission to access its own information. Electronic files with enhanced features, such as hyperlinks—available via the Web—have helped to increase the commission's productivity.