



senryo

THE THOUGHT BEHIND THE SOLUTION

Case Study: Application Development

How a Municipal Corporation Successfully Migrated from Legacy Technologies

Organization

A government municipality; the third largest in the U.S. and a leader in the urban green movement

Solution

Update the Enterprise Document Management System to FileNet P8 and configure and customize the system to enable workflow improvement on several processes

Challenge

Standardize, rationalize, and optimize practices to address budget concerns and deliver better IT services despite its current legacy document management system

Benefits

Improved the application, as well as reporting and analysis functions, with a scalable solution and infrastructure, with minimal disruption during the transition

The client is the municipal corporation of the third largest municipality in the U.S. with approximately 2.7 million residents, 37 operating departments and around 32,000 employees. It is also a national leader in the urban green movement through the adoption of green building and business practices, among other groundbreaking initiatives. The municipality was looking for vendors that could proactively collaborate with the Department of Innovation and Technology to meet its technology goals and stated business objectives, while providing best-in-class service delivery.

Challenges

The client was facing an unprecedented budget crisis and was determined to standardize, rationalize, and optimize purchasing practices to address budget constraints and provide residents, businesses, and visitors quality municipal services. The municipality's strategic direction toward being a national leader in the urban green movement through the adoption of green building and business practices also entailed a more efficient, effective, and foolproof delivery of IT services.

However, the client had a legacy document management system used to scan and retrieve documents hosted by an outside party. Their current solution was outdated and antiquated. The city had selected FileNet P8 as the solution for the future of its Enterprise Document Management System. This is when it turned to Senryo for support on meeting its technology goals and business objectives.

Solution

Senryo Technologies, in collaboration with an IBM business partner, assembled a team and led the implementation of the FileNet Data Migration and Application Migration Project. This involved coordinating with 18 business units, managing technology specifications with seven different interface points, and assuring the required infrastructure was delivered in an aggressive 10-month time schedule.

As part of the Application Migration, FileNet was configured and customized to address the workflow for a Contracts Approval process, for a Child Care funding requisition process, and for an HR grievance and discipline tracking system. The deployment was designed to allow additional departments to self-scan documents at their own operations.

Benefits



Gained a scalable solution and infrastructure that can later add other departments to its Enterprise Document Management System.



Designed a solution that carefully emulate the existing GUI and functionality, causing minimal disruption in transition.



Gave the municipality ownership over the application, its infrastructure and data which previously were managed by a third party.



Introduced improvements that enhance the user experience, making the system easier to use, including features such as:

- Rotating pages in a document
- Masking sensitive information
- Richer search and access capabilities
- Editing of document indexes by authorized personnel
- Self-indexing of documents
- Rich administrative capabilities to support workflow applications



Improved reporting and analysis functions



Senryo Technologies, an industry recognized solutions integrator, is committed to delivering transformational solutions that meet and exceed business-driven objectives while providing strong ROI metrics. We achieve this through a collaborative process with our customers, leveraging existing IT investments and new technologies to deliver results aligned with strategic initiatives and objectives. Our proven experience and thought leadership empower customers through better operational performance, mitigated risk, and improved governance.