

THE CHALLENGE

As a public utility, the Santa Margarita Water District (SMWD) must satisfy mandated freedom of information requirements of several government agencies as well as the voluminous record-keeping and disaster recovery requirements of its four key departments. Besides influencing operating efficiency, SMWD's dispersed paper-based document management system presented problems of document location, distribution and retention.

THE BACKGROUND

- **Customer:** Santa Margarita Water District
- **Location:** South Orange County, California
- **Situation:** Replacing unsatisfactory document management system

Management determined several years ago that its administrative, engineering, finance and human resources documentation should be consolidated in a single, easy-to-manage document repository. SMWD installed an expensive FileNexus system that proved to be prohibitively hard to use. The utility company abandoned it and returned to the paper-based document storage and retrieval process. Meanwhile, it was saddled with a five-year contract.

THE SOLUTION

As the contract on the installed but dormant document management system approached expiration, the District began exploring current alternatives. A long-time user of ACOM's payment and document productivity solutions, it evaluated the company's new standards-based EZContentManager system along with several others. EZContentManager offered distinct advantages over its competitors:

- Web-based document access
- Platform independence
- Fast, easy implementation
- Direct integration with productivity solutions
- Superior price-performance

THE RESULT

EZContentManager was installed in three phases, with nearly 120,000 documents archived in only three weeks – 53,000 migrated from the FileNexus solution and over 60,000 that were awaiting storage as spool files on an iSeries computer.

The District will save approximately \$250,000 over the next five years by eliminating the average cost of \$50,000 annually that amassed from the daily printing of paper copies of the 200 reports of 50 pages each. Now the reports are provided electronically.

The District really hit a home run upon realizing that the purchase price for EZContentManager was covered by the elimination of the annual FileNexus system support contract.

Indirect benefits include:

- Improved customer service
- Improved workflow
- Conservation and redeployment of personnel
- Faster, error-free processes
- Removal of productivity and process bottlenecks

"EZContentManager offered everything we needed at an affordable level. Now, following their expert instruction, we are able to set up and auto-archive new documents as required. We are only now beginning to realize the power and breadth of the software, and we discover new opportunities almost daily." - Gloria Geisert, Network Administrator

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