

# Tulare County

Case Study: Government

## Situation

- Centrally located midway between San Francisco and Los Angeles, Tulare is one of the largest counties in the San Joaquin Valley with a growing population of 397,000.
- Geographically diverse regions have allowed Tulare to become the second leading producer of agricultural commodities in the US.

## Problem

- Some departments within the county were utilizing a competitors document management system that was not scalable across departments, and required costly add-on modules. The actual stability of the system was seen as problematic: once databases reached a certain size, response time for searching was poor, making the system difficult to use.
- Many departments still utilized a paper filing system. Searching through cabinets, folders, and files was time consuming and inefficient.
- Storing backlog documents in a centralized storage facility is costly and requires the county to invest valuable time driving to search through boxes.

## Need

- County strategic initiatives encourage organizational performance and document management is key to achieving these goals.
- To improve efficiencies, the county wanted to move from multiple systems to one robust county-wide document management system. "It didn't make sense financially or for human resources reasons, to learn how to support and train people to use different systems" stated Ed Frankovic, project manager for Tulare.
- "The county is doing everything we can to cut cost. A lot of people are being moved to other facilities and we're getting rid of leases. Whenever we can free up storage space to create room for desks we do.

## Solution

- The County of Tulare has seen an increase in time, money, and employee productivity by utilizing Questys Content Management, part of the MessageVision platform. "Questys has quite a few more capabilities than competition, is moderately priced, and has a mature automated agenda product" says Frankovic.
- Costs associated with document storage, retrieval, and printing has been reduced. Interdepartmental processes that used to take place on paper are all done through Questys now.
- "Questys gives you the immediate need of imaging to get rid of paper. Then it provides the interim need of going from a really simple scan process to having a more automated one where you use barcodes and recognition of text to get the data in. And then ultimately, you will be able to do true document workflow and enterprise content management where you don't even have a paper document to begin with" stated Frankovic.
- Future plans include expanding document imaging, workflow and automated agenda into all county departments.

## Overview:

**HEADQUARTERS**  
Tulare County, CA

**INDUSTRY**  
Government

**DEPARTMENTS**  
Board of Supervisors, Workforce Investment Board, Sheriff, Public Defender, Resource Management Agency, Probation, Payroll, Auditor

**FUTURE DEPARTMENTS**  
Information Technology, Human Resources, Assessor, Health and Human Services, RMA

**"You need to really look at what you are trying to accomplish, you don't want to image for the sake of imaging. You really want to improve business processes. And for Tulare, we want to meet our organizational performance initiatives."**

**The ultimate goal is to have real enterprise content management where we're able to leverage the power of information and provide better support for constituents and internal programs. There are a lot of systems out there that you could use, but what Questys brings is an integrated content management collaboration and imaging solution."**

Ed Frankovic  
Project Manager, Tulare County

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