



## City of Columbia, SC

### Customer Success Story-Government

#### Background

The Records Administrator for the City of Columbia is responsible for the safe storage and archiving of all official city documents. They looked for years for an imaging system that would meet the needs of the City Clerk as well as all other departments within the city.

#### Problem

The main challenge for the City of Columbia was not only to scan in all backlog documents but to keep all documents from day-forward in a system that would allow instant retrieval by all city users and provide disaster recovery, while also meeting state requirements. The city vault was out of storage space, they had records stored in boxes in a storage facility totally unprotected so it was becoming urgent.

#### Solution

The department had reviewed many different programs and options over several years. In 1997 Questys Solutions was selected as the best system to meet their needs by addressing all their problem areas in one program. Questys was then installed in the City Clerk's Department, the Police Department and later expanded to the Utilities Department.

According to Pamela Ferst, Records Administrator for the City of Columbia, "Questys is not only a product that I believe in, it is a product that does what it was designed to do. The program performs as we had expected. However, what has pleased us even more is the wonderful service that Questys Solutions provides. They are only a phone call away and are always there when we need them. They are always available and willing to make the necessary adjustments to fit our needs. Their staff has worked with us and not just for us, which has grown into a relationship and a partnership. "I have never just considered Decision Management Company and its staff a 'Business Associate', but rather my friends and co-workers. A company can be only a name on a building. Questys Solutions should be proud because its management, the staff and the support that they provide their customers makes us feel very special."

#### Overview:

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Pamela Ferst,  
Records Administrator,  
City of Columbia

