

The City of Winterthur automates decades of paper documents for improved productivity, security, protection from decay and cost savings.

Public service institutions in the 21st century face many challenges, including demands for instant, sometimes simultaneous, access to public records, keeping records secure and accessible for the future, and maintaining archives. The city of Winterthur, Switzerland was no exception. In addition, shrinking budgets demand a cost effective document management solution that will reduce paper costs while increasing quality of service to citizens and staff. ▶

“The total installed solution is super, especially if one considers the amount of data we must scan every day. The operation is extremely simple and effective.”

- Ruedi Tinner Leiter, Headquarters Services of the Department Security and Environment City Administration of Winterthur

INFORMATION AT A GLANCE

Company Name: City of Winterthur
Country: Switzerland
URL: www.winterthur-city.ch
Industry: Government
Implementation Partners: Canon

Key Challenges:

- Reduce time spent responding to public information requests
- Replace time-consuming manual document retrieval process
- Preserve mission-critical public records over the long term
- Improve security in access to and distribution to sensitive records
- Increase productivity, improve quality of public service, and reduce operating costs

- Create a centralized database with portal access

Implementation Highlights:

- Installed ahead of schedule
- Did not exceed budget
- Achieved extremely high user adoption rate

Key Benefits:

- Instant record retrieval with text search capabilities
- Streamlined legislative management processes
- Guaranteed future accessibility of public records with digital archiving
- Protected records integrity with comprehensive security measures

- Maximized efficiency and improved service to citizens
- Centralized storage with back-up and disaster recovery strategy

Hardware:

- Canon Scanners

Operating System:

- Windows Server 2003

Database:

- COLD, MO Jukebox

ADOS

Documents working
for people

The Problem

Since 1875, the city of Winterthur has maintained its records in traditional paper storage. Birth records and other civil records, which are largely handwritten, are kept on index cards. These cards are stored in metal cabinets in a cellar room. In an effort to improve efficiency while remaining within a tight budget, the city decided it was time to upgrade to a modern document administration system.

The city of Winterthur sought to streamline information and improve efficiency and security by:

- reducing labor spent responding to public information requests;
- automating their manual document retrieval process;
- preserving mission-critical public records over the long term;
- gaining better control of access to and distribution of sensitive records; and
- reducing the growing negative effect of their paper system on the budget, productivity and quality of public service.

The Total Approach to Technology

After analyzing the local city agencies and departments, Canon proposed an overall solution using high-speed scanners to capture civil records, including documents of varying types and sizes, into a centralized database. Canon also advised the use of comprehensive document management security safeguards with individualized protective measures for specific departments. As a crucial component in achieving these goals, Canon recommended using the ADOS document management system. With ADOS, authorized personnel can search for and retrieve any scanned document instantly. In addition, users can view, print, and e-mail documents, all from their desktops.

The Solution

Canon implemented an imaging solution based on ADOS document management that incorporated eleven Canon scanners, one ADOS server, twenty-six viewers, eight capture clients, and one storage kit. This solution electronically stores all of the city's documents and permits authorized users to access specific documents based on search queries.

With its new document management system, the city may now deliver better customer service, reduce storage costs, and significantly reduce the time spent by its employees on document retrieval. By having each record at the fingertips of its personnel, the city of Winterthur may now meet the requirements of an "on demand" society.

"Canon, in partnership with ADOS, was the only provider to offer a complete document management solution that met our demands!"

- Ruedi Tinner Leiter,
Headquarters Services of
the Department Security
and Environment City
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