



Content and Image Management

Document Management Case Study

County Government

Organization Overview: AMI's customer is a county government located just southwest of the Twin Cities. As a **county government**, its primary mission is to meet the basic service requirements and special needs of its residents in a fiscally responsible and caring way. This county government has been an AMI customer since 1997.

Current System Usage: This county government stores dozens of different types of documents that are accessed by hundreds of users. Some of the stored documents are available for general use at public kiosks within the county administrative building, while other searches are restricted on a department-level basis to county employees only. The Sheriff's Office uses the **web client** to perform searches remotely. There are a number of **COLD applications**, such as for assessment abstracts, benefit distributions, payroll, vacation and vendor listings. **Public records** such as administrative minutes and annual reports are stored in the imaging system, as are property and sales records from the County Assessor's Office. An example of a very simple, but space- and clutter-saving, application is one which stores handwritten index cards from the County Attorney's office. The Veterans Service Office uses the imaging system to record and make certified copies for **military DD214 discharge documents**. The document imaging system is also used to store **Geographic Information Systems (GIS) plat maps** for public use. One of the newest applications is used to store Public Works Driveway Permits.

Future System Usage: While this county government is extensively using their document imaging system, there are many opportunities for expanded and new usage, particularly in the area of **workflow**. Offices that are prime candidates for implementing workflow include the County Recorder, County Auditor, Community Social Services, Court Services, and Employee Relations.

Summary: County employees have many positive comments about their document imaging system: "**Finance loves it. It saves them lots of time . . . hours!**" The secretary in charge of recording and maintaining official county minutes says their document imaging system is "**so helpful**".

About AMI Imaging Systems: AMI has been serving customers and solving business problems since 1982. We are an industry leader specializing in Document Management Technology and Workflow and Process Automation. AMI's customer base includes both large and small customers. We are dedicated to serving customers with a full understanding of their business needs.

