

Is Your In-House Information Under Control?

Paper – E-mail – Fax – Web Content – E-forms – Graphics – Video – Sound

eArchives record of providing superior implementation, training, customer service and technical support makes us the preferred provider of Enterprise Content Management solutions in Colorado!

Our experience includes providing the ECM solution for the **Department of Defense's Joint Personal Property Shipping Office's (JPPSO)**. The JPPSO's are responsible for shipping and storing the personal property of personnel for all branches of the military. In 2001, the Colorado Springs office sought to streamline its business processes and document its paper flows to prepare for regionalization with an additional 17 military bases being brought under its direct control. They turned to **eArchives** personnel for an ECM solution that would help improve its customer service as projected workload increased, centralize the indexing and storage of files and decrease postage charges. Today, the Colorado Springs JPPSO supports the movement of troops for 24 military bases in the Western U.S.. Importantly, they have been able to manage this 600 % increase in processing while staff grew by only 30%.

Benefits of this solution:

- Since CSR's can review pertinent documents rapidly online directly from their host system via image-enabling and can respond to inquiries during the initial call, they provide measurably improved customer service.
- Thousands of man hours are saved annually through the elimination of filing, maintaining and retrieving paper documents.
- Instances in which a file cannot be promptly located are non-existent.
- Reports are no longer printed, instead they are routed directly into the ECM database for viewing
- Workflow was implemented at several sites to automate the routing of images based on business processes.
- Capability to e-mail/fax electronic images of documents from remote sites has reduced postage costs, printing costs and client wait times.
- Paper is shredded after being scanned, dramatically reducing storage costs.

Importantly, this same solution has quickly been implemented in other JPPSO's throughout the country demonstrating its effectiveness and ROI.

eArchives can help you bring your in-house information under control, by helping you

- Document the existing processes and the existing paper work-flows
- Identify the various types and volume of documents
- Explore applicable technology solutions
- Provide a sensible migration strategy that removes the fear of fast technology change.



Direct Routing

We believe a county should realize efficiency improvements of 30-40% through the implementation of eArchives Electronic Content Management and Business Process Management suites. This solution can quickly "scale up" to accommodate more users and expand to additional departments in the municipality with minimal professional services.

We provide the services your business needs to get your ECM/BPM/EDM solution in place and the support to maintain your system. Although we cover a broad knowledge base of ECM/BPM/EDM solutions, eArchives Inc. specializes in the OnBase software suite produced by Hyland Software Inc.

eArchives
ECM • BPM • DATA • WEB • EMAIL

Your Enterprise Content Management Headquarters.

eArchives has implemented a large number of ECM solutions, including 6 for the Department of Defense, as well as many State and County departments in locales across the United States, including sites in AK(1), CO(3), ID(1), KY(1), MA(2), MD(1), MI(1), NJ(2), OH(1), TN(2), TX(1) VT(2), WA(1), VA(3), VT(1), Washington D.C.(1), WV(1). **We continue to maintain each of these sites today and we take great pride in our affiliation with these organization.**

Meet the **eArchives** Team:

Nathan Toland, Senior Partner: Toland began working in the ECM industry in 1996. Since 1996, he has spearheaded ECM/BPM projects from start to finish. He performs a complete and detailed analysis of an organization's needs, designs a solution to meet the business requirements, performs installation, provides training and includes a detailed follow up to ensure a smooth transition. Toland has performed these services for customers in 20 states and abroad in Moscow, Russia and Tokyo, Japan.

Highlighted industries of experience: Department of Defense, State/local/county government.

Current certifications: OnBase Certified Installer, Workflow Engineer, WorkView Engineer, OnBase Web/Application Enabler, CDIA+, MCP.

Degrees in Computer Information Systems, Master's in Business Administration (MBA).

Phil Hansen, Senior Partner: After spending 7 years as a Programmer, Programmer Analyst and a Systems Analyst for **Qwest Communications** in the mainframe and mini-computer worlds, Hansen left the corporate IT world in 1986 to embrace the PC revolution. Traveling to California to learn about a brand new MS-Windows-based technology known as Imaging, he returned to implement ECM systems for entities such as **Otero County, Prowers County, Gilpin County, Weld County, Denver Public Library, Coors, Environmental Protection Agency, Nobel-Sysco, Enterprise Rent-A-Car** and many others. Forming **eArchives** in 2000, he worked with a number of Colorado counties to help them digitize their old microfilm records and import the now digital images into their imaging software. Then, after becoming involved with OnBase ECM software developed by Hyland Software, Inc., he has been involved in providing oversight for the successful implementation of over 20 complex, high-end ECM solutions utilizing Hyland Software, Inc.'s OnBase software.

Bill Warden, Director of Business Development: Over 25 years of successful experience providing technical solutions to business professionals throughout the state of Colorado. In 1998, Bill established and managed a branch office for **Lason** in Colorado Springs that specialized in records management. In 2000, his focus changed to providing electronic voting and voter registration software to city and county election officials in Colorado, with his solutions being utilized by over half of elections officials in the state.

His record as a trusted consultant has made him a welcomed partner to a wide variety of local government agencies.

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