



CITY OF BLOOMINGTON

# Enterprise Content Management Brings New Efficiencies to a Busy Utility Department.



The City of Bloomington needed to address a data problem within their utility division. Their existing system was paper filing in storage cabinets, and as a result, organization became increasingly problematic for employees. The team in utilities needed a solution fast. And Van Ausdall & Farrar had the answer.



## OBJECTIVE

Remove antiquated paper and card catalog systems and digitize all information.



## STRATEGY

Implement new software and workflow processes to remove paper files and create efficiencies.



## RESULTS

Reduced response times, decreased data errors and improved efficiency across the department.



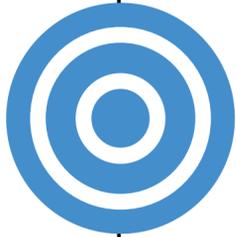
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Name, title, company  
City of Bloomington, IN



## THE COMPANY

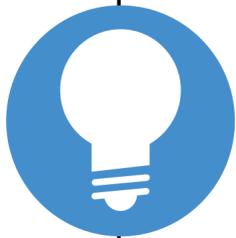
The City of Bloomington Utilities Division is a busy department within the local government in Monroe County, Indiana. Being home to such a large transient population like Indiana University creates immense challenges for a utility company to properly process and log payments and services.



## THE OBJECTIVE

The City of Bloomington had an antiquated filing process. Everything was in filing cabinets, which meant a loss of information when it was not returned to the right place. They also had a tremendous challenge managing all the rental utilities across this college town. The process was very outdated, inefficient and hard to maintain.

The city wanted to consider a digital process, but they didn't know where to begin. That's why they called Van Ausdall.



## THE STRATEGY

After meeting with the city to discuss which solutions would be most helpful, Van Ausdall implemented Hyland OnBase, a robust document management solution designed to make workflow much more efficient. The police and fire stations also implemented Hyland OnBase when they saw how efficient it made the utility department.

Van Ausdall & Farrar also created a customized digital workflow process for residents to make requests for all city-related services. Instead of coming into an office to fill out a form, residents are able to submit a request online, which begins a workflow transaction process.



## THE RESULTS

The city has become more efficient. Since requests are made through an online form and data is stored inside a document management system, anyone can follow through with solving requests. In addition, it improved response time, reduced data errors, and integrates other lines of business. The utilities department has become much more efficient because of implementing these processes and technology. That's the power of Van Ausdall's Enterprise Content Management Solutions.

Want to learn more about how Van Ausdall's solutions can innovate your business? Let's talk! **Contact us today at (317)974-5548**