Improved document workflow solutions help Bargersville prepare for now and plan for the future.

The Town of Bargersville needed an upgrade to its data collection and documentation processes. Their current technology was not able to handle the growing demands of employees and constituents. It was time to make a software change, and for that they turned to the business technology experts at Van Ausdall & Farrar.

OBJECTIVE

Provide a more robust content management solution that provides the ability to search across multiple file types.

STRATEGY

Implement Hyland OnBase and integrate it into their online web search. Add new forms for online payment to further streamline workflow.

RESULTS

Over 50 ACH recurring payments scheduled in first few months. Online search is streamlined and now could include other departments.
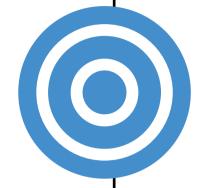
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"Our OnBase system has been working wonderfully. Since our ACH form went live on our website, we've had over 50 submissions and the billing department is thrilled"

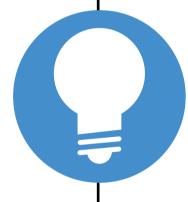Becky Thompson, Assistant Deputy Clerk

THE COMPANY

The Town of Bargersville is a community with a growing economy just 20 miles south of Indianapolis. The town manages municipally owned utilities that serve over 13,000 nearby residents. As Bargersville grows, the town's administration has recognized that progressive information technology is critical to maintaining its competitive edge and keeping constituents safe and informed. That's why Bargersville needed a partner with a range of knowledge and experience like Van Ausdall & Farrar.

THE OBJECTIVE

The Town of Bargersville was an existing client of Van Ausdal & Farrar. During a routine strategic briefing, town officials expressed concern over the limitations of their current process related to the collection, processing and storage of data and documentation. Bargersville had a software application that worked for many years, but the application was not easy to use, and it didn't allow for the robust search capabilities that the existing employees and constituents wanted. Bargersville needed a new enterprise content management solution.

THE STRATEGY

The solution Van Ausdall & Farrar built leveraged Hyland OnBase's full text indexing capabilities, meaning that words and phrases would be searchable and easily retrieved across the thousands of documents in the system through any form of documentation. Once that technology was fully implemented, Van Ausdall & Farrar integrated a Hyland software solution called Unity Forms. Unity Forms includes a robust interface that makes electronic form design and deployment incredibly easy, even for individuals that had no web development experience. Van Ausdall & Farrar implemented the server software for the town and created its first online form for residents to provide all the details required to setup an ACH auto-draft for their utility payments.

THE RESULTS

Now that the Town of Bargersville has a quality platform that can be expanded to meet more needs, there is unlimited potential for process improvement going forward.

1) The town residents quickly adopted the easy-to-use form, and over 50 submissions were received in the early days after deployment of the new system.

2) Unity Forms submits right into the OnBase transactional workflow system, which includes features that track the entire process, from queue to queue. This gives town managers visibility into the process and key metrics that help with oversight.

The process has been so successful, this technology may eventually be implemented within other town departments.