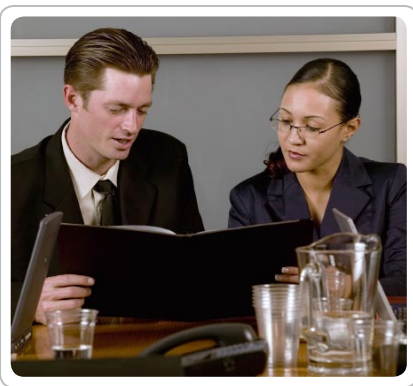


## Attorney General's Office

### Attorney General's Office improves security and efficiency with InputAccel



#### Business overview

Across all 50 states, the Office of the Attorney General fills the critical role of providing legal representation for its state, its agencies and on behalf of the public interest. A massive undertaking, the attorneys working in these offices handle thousands of cases each year, with individual sections handling citizen concerns from antitrust suits, to collections litigation, to organized crime. Millions of documents flow through each office annually.

#### Challenge

*Needing more efficient ways to share information*

With paper-based processes in place across all branches of each state's Attorney General's Office, managing and routing the large volume of documents had become increasingly problematic. Employees were spending valuable business time searching through stacks of paper, and there was no cohesive strategy for sharing documents across departments.

The Office needed to identify ways content management could solve the existing problems and engaged several companies in the discovery process. The chief concerns were ease of document retrieval, controlling access across departments, and safeguarding security. After reviewing all options, the Attorney General's Office enlisted ECM Dayhuff, a systems integrator, to lead the project.

#### EMC solution

ECM Dayhuff consulted with 12 of the Attorney General's Offices to identify unique document imaging, information sharing, and security requirements. With different branches and departments managing an array of activities, from bingo licensing to criminal investigations, the levels of security, document imaging, and storage requirements varied widely from one office to the next. After consulting with each office, ECM Dayhuff designed an overall solution that addressed the individual needs of each department and included a central repository for ease of management and secure content sharing.

The solution consisted of utilizing EMC® Captiva® InputAccel® for the front-end capture component, with the IBM DB2 Content Manager for the back-end content management and archiving needs. EMC Captiva InputAccel is an award-winning document capture software that transforms mission-critical data from paper and faxes into business-ready content. InputAccel ensures the integrity of the incoming data, converts it into electronic content, and exports the information into the IBM DB2 Content Manager system.

After only a few months in production, the Attorney General's Office is realizing bottom-line, tangible benefits from its document management solution including reduced administrative costs, increased productivity, improved security, and increased customer satisfaction.

## Summary

The solution has completely transformed the Office's document handling processes. Through the use of InputAccel, all data previously stored in the form of physical documents has been transferred to digital records. The capital crimes section, for example, now uses the InputAccel to scan and electronically number documents related to each death penalty appeals case. This enables easy tracking, access, and secure routing of the documents.

Similarly, the criminal investigation section will use document imaging not only to store fingerprint card records, but any and all documents relating to crime scene investigation, including forensics and suspect data. InputAccel supports remote scanning, departmental scanning, and centralized scanning, giving the Office flexible options for content capture. Furthermore, the solution is easily scalable; enabling the Office to expand the solution as data volume grows.

After only a few months in production, the Attorney General's Office is realizing bottom-line, tangible benefits from its document management solution including:

- **Reduced administrative costs**—Digital records have enabled the elimination of filing, storage, retrieval and service bureau costs—an anticipated savings of hundreds of thousands of dollars annually.
- **Increased productivity**—Employees now access content as an integrated part of the daily processes they already know. Where appropriate, the solution is designed to integrate with each section's existing desktop browser, eliminating the need to understand any of the underlying data complexity and allowing for lightning-quick document retrieval. Employees no longer waste valuable business time searching for documents. Retrieval of archived documents is now a painless, efficient process.
- **Improved security**—Digital records are helping to ensure greater security for sensitive information. Specified users can monitor and limit access to sensitive documents, a level of control previously impossible with the paper-based system. In the criminal investigation section, for example, viewing may be restricted to a single investigator or expanded as needed. Additionally, the system is designed for annotation of incoming documents to secure information from public view, while retaining a separate, unsecured version for internal access.
- **Increased customer satisfaction**—Constituent-facing employees can access documents and address public needs faster, eliminating confusion and frustration.

As the solution is rolled out to additional sections in the future, the Attorney General's Office can expect the benefits to multiply exponentially.



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