



Outcomes

One Click Scanning Puts Documents at the Fingertips of Municipal Tax Departments



Those who have spent way too much time searching for a file in overstuffed file cabinets or bankers boxes can appreciate the advantages afforded by the DocuScan document imaging system from CMI. For municipal departments currently using CMI application software, DocuScan is easy to learn, dependable and adds efficiency and improved productivity day one.

Not only does DocuScan bring order to the chaos, but it provides a secure, perfect solution for a disaster recovery plan for critical documents. While maintaining hard copy files may still be a department requirement, having an electronic backup will remove the risk of losing irreclaimable data in the event of fire, flood or other natural disaster.

DocuScan is proving to be the perfect electronic filing solution for Municipal Tax Departments. City Tax Departments in Ohio that are using the system include Tipp City, Athens and

Brook Park. Here are some of the comments they shared about their experiences with DocuScan.

What was the main reason your department purchased DocuScan?

Shirley Gammella (Brook Park, OH): We wanted to be able to have access to any document quickly without having to hunt. We wanted immediate access to all of our files, and now, thanks to DocuScan, we've got it.

Sharon Ridgeway (Tipp City, OH): Our files were swelling with documents that we were not required to maintain. Now we can capture that information and then discard the hard copy. This has really helped us limit the size of our files.

Leanna Woods (Athens, OH): Our storage is on the second floor away from our office. Before document imaging, we would have to put our customers on hold or call them back because of the time it took us to locate a record. We just knew that DocuScan would make our department so much more efficient, and it has!



Scan. Index. File Workflow Simplified!

Stop spending time searching for files in overstuffed file cabinets. Consider electronic document management by Authority DocuScan from CMI. DocuScan is easy to learn, dependable and adds efficiency and improved productivity from day one. Not only does DocuScan bring order to the chaos, but it provides a secure, perfect solution for disaster recovery of critical documents. DocuScan is proving to be the perfect document management solution for local governments. Sooner or later all documents will be managed digitally. DocuScan will change the way your department manages its information. Authority DocuScan is an affordable, efficient and secure solution to all document management requirements.

CMI

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What did your department hope to accomplish with DocuScan?

Woods: We wanted to be able to respond to our customer's requests more quickly. We needed to have files easier to access. And, we wanted to have a system in place that would eliminate the problem of lost paperwork.

Ridgeway: Faster and easier access was probably the biggest thing we hoped would be accomplished. Recently I had a resident come in and request a copy of his return from two years ago. In less than a minute, I had the record called up in the system and sent to the printer. He was very impressed.

Gammella: I am always for less paper so you could say that DocuScan has made our department more "green". Being able to view records on the screen has likely saved us a significant amount of paper.

While your department is still required to maintain hard copy files for six years, has DocuScan eased your storage problem?

Gammella: While I said that file accessibility was the primary driver for our department getting into DocuScan, maybe even higher than that is record retention and destruction. We file by the record, not by the batch, so destroying files is a real labor intensive job. Now, thanks to document imaging, non-sensitive documents that we are not required to keep can be scanned and electronically filed. We then batch file the paper. So, now when we destroy these we simply grab one box. It's wonderful.

How has DocuScan impacted your level of customer service and your perception as a department?

Woods: DocuScan has made our department look a lot more professional to the public we serve.

Ridgeway: We certainly look [and are] more efficient. The e-mail feature is particularly great. Now, at a taxpayer's request, I can simply block out the name and e-mail the form. This is so much easier and not only saves us time but also postage and paper.

Gammella: Thanks to DocuScan, we certainly have enhanced taxpayer services. It doesn't look good when a taxpayer shows up at our window, shows their driver's license, requests a copy of a document and then watches us scramble to find it - or worse yet not find it. DocuScan has made our department move both effectively and efficiently.

Ridgeway: For our most recent audit, I was able to compile the 20 or 30 records our auditors needed in less than fifteen minutes. No records to pull, no files to find, no copies to make, no re-filing. This was the easiest audit I ever went through. It was fantastic!

Would you recommend DocuScan to other Tax Departments?

Gammella: Definitely I would - and I do. DocuScan is no luxury, it is a necessity. Frankly, I am not sure how we got along without it before.

Ridgeway: I would certainly recommend DocuScan.

Sooner or later all documents will be managed digitally. DocuScan will change the way your department manages its information. DocuScan is an affordable, efficient and secure solution to all document management requirements.

DocuScan's powerful advantages at a glance:

- **High-speed scanning in batches or single documents to improve workflow**
- **Electronically "black-line" documents to protect vital information**
- **Index documents with OCR and barcoding technology**
- **Post public documents via the internet or view internal documents via intranet**
- **Quickly move documents to a CD or DVD**
- **Link to existing SQL database via CMI's Smart Table functionality**



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