



# DUCHESNE COUNTY

## *Enterprise Document Management Solution*

*County offices are a key component of government and are one of the closest forms of government to the people. Employees need immediate access to information to ensure that each resident is provided the highest quality of service. With over 18,000 residents and documentation dating back to 1915, Duchesne County departments must have a reliable document management system to help their offices run smoothly.*

### CHALLENGE

Several years ago, Duchesne County had a document management system that was difficult to operate and primarily used as a final resting place for scanned documents. Very few departments used the system and searching for documents was time consuming, inefficient, and nearly impossible, departments tended to rely on physical copies as they were easier to find and the system was not user-friendly.

The Recorder's Office was one of the only departments that tried to fully utilize the document management system. They simply scanned and deposited documents into the system for storage. These electronic documents were difficult to find once they were uploaded. The system was static and incapable of creating any type of workflow that would help automate business processes.

Other departments relied heavily on physical documents to perform their duties. For example, the Assessor's Office would travel all over the county with boxes of files to perform an assessment onsite. They had no internet, and if a file was forgotten at the office, they had no way of retrieving it remotely.

Duchesne County sought out an alternative solution when it came time to renew their document management system. They searched for a solution that all County departments could utilize and would help make the employee's jobs easier and more efficient.

They found DoxTek.

### CUSTOMER

#### Duchesne County

Duchesne County was founded in 1915 and is located in Eastern Utah. The County currently serves 18,000+ residents with over 20 departments and elected officials. These departments offer business, court & legal, residential, and public safety services to Duchesne County residents.

[Learn More](#)



## DOXTEK SOLUTIONS

DoxTek worked closely with Duchesne County to implement OnBase, the first-class enterprise document management solution that can be customized to accomplish business goals across numerous departments and industries. OnBase by Hyland provides users a single platform to capture, manage, access, integrate, measure, and store content.

DoxTek began by installing OnBase and migrating content from the old system into OnBase while ensuring each document was indexed and stored properly. Users were then trained on how to find files and use OnBase to do their jobs.

AppEnabler was used to integrate Duchesne County's primary line-of-business (LOB) application with OnBase. Most employees perform their daily tasks in this LOB Application, so a successful integration was vital. Users can now access documents located in OnBase, while still in their LOB Application by simply clicking a button.

Workflows were created in several departments to automate business processes. Documents, applications, and other data are now routed through queues that deliver content to the people or departments responsible for completing each business process.

WorkView was implemented to help users collaborate on business processes. Integrated with E-forms, WorkView allows users to receive and send content to collaborating parties.

Unity Briefcase was utilized by employees who frequently travel and need access to content from the field. Users can access OnBase content, forms, and features offline, directly from their laptops or mobile devices. Now when employees return to the office, they simply sync the offline documents, forms, notes, etc. right back into OnBase.

UnityForms were created for Duchesne County's online web portal, where residents and employees can access, review, and submit forms. Once an application or form is completed online, the data is automatically entered into OnBase and sent through a Workflow.

Duchesne County quickly recognized the value OnBase provides their organization and they continue to add tools and features to their OnBase solution today. Their goal is to make each employee's job easier and more efficient while providing a high-quality experience for residents. The results of implementing OnBase have made a real impact on the employees and residents of Duchesne County.

### Challenges

- Static document management system
- Not a user-friendly system
- Time wasted searching for files
- Limited use by departments
- Offices rely heavily on physical documentation

### Solutions

- Migrate all electronic files into OnBase
- Train end-users in OnBase
- Integrate with LOB application using AppEnabler
- Set up Workflows in several departments
- Implement WorkView to facilitate collaboration
- Provide Unity Briefcase to traveling employees for remote, offline access
- Use Electronic Forms for automated submissions

### Results

- Assessor: improved productivity with offline/remote access
- Building Department: decreased time spent in the approval process
- HR: automated onboarding process
- IT: accurate tracking of hardware issues
- Recorder: auto-filled Keywords
- Road: accurate cost tracking and online forms



## RESULTS

Less than 5% of employees were using the previous document management software, and now, over 80% utilize OnBase for storage, retrieval, business process automation, and much more. Departments throughout the county apply OnBase in different ways, but the results are the same; tasks, processes, and collaboration are more efficient and automated. Below are just some of the ways OnBase has impacted Duchesne County.

**Assessor:** The Assessor's Office relies heavily on their OnBase solution to track property values and access documentation related to real and personal properties. Property Assessors have to travel across the county to perform assessments. Instead of carting around boxes of files that are required to do their job, they bring a single laptop or mobile device with the files they will need "checked-out" in Unity Briefcase. Assessors have offline access to OnBase where they can edit, create, or revise files remotely, and when they return to the office they simply update the files in OnBase.

**Building Department:** Building permits no longer have to be physically delivered to the county building, sent to Planning & Zoning, taken to the Roads Department, and finally delivered to Emergency Management. Instead, building permits can now be submitted online and automatically available in OnBase. A notification is sent from OnBase and each department involved can access the submission at the same time, saving several days in processing time.

**Human Resources:** Human Resources now has a single storage location for all employee files where employees can submit and review their documents in OnBase. Employment applications are submitted online and automatically received into OnBase. The supervisor who posted the position will receive a notification and they will review or even hire the applicant, directly in OnBase.

**Information Systems:** The IT Department has developed an automated system where users submit their "Help Tickets" in UnityForms. The ticket is assigned to an IT employee in OnBase, who will then receive a notification of the issue. Once the issue is resolved, the ticket status is changed to "Closed" and the user receives a final notification letting them know what has been done to resolve the issue. Every piece of hardware is listed in OnBase so IT staff can pull up the history of an object and track any issues.

**Recorder:** The Recorder's office intakes over 50 documents a day and now has a system in place using OnBase Workflow that allows them to organize and index documents more efficiently. Instead of entering data manually, a Recorder's Office employee simply has to type in one data field and the system pulls the data for the other fields automatically from the LOB application. Documents are available to external users such as title companies or researchers who would otherwise have to come into the office to access a document. The Recorder's office runs custom reports to see how many documents were viewed by external users.

**Road Department:** The Road Department uses the OnBase Case Management Application to track the cost of each road repair and road materials. This helps in planning budgets and ensuring the County roads are well maintained. Online applications to repair roads or submit requests are available online.

*"Users across various departments now have one place to go to manage their work. Employees access all information and supporting content from a single interface, improving decision-making and collaboration."*

Overall, Duchesne County has seen an increase in the usage of their OnBase solution, increased public access to documents, automated processes in place that will continue to help the county save time and money. The functions of these tools are limitless and continue to expand around each business use.

With each new idea for improvement, there is a very realistic solution in OnBase.

**Cristina Neilson**  
Database Administrator  
Duchesne County

