



## Case Study: Galveston County, TX

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Home to the University of Texas Medical Center and the Port of Galveston, one of the largest ports in the U.S., Galveston County officials sought to implement an enterprise content management system (ECMS) that would support the county's growing infrastructure.

Recognizing the importance of making county documents and records easily available to its staff, residents and public officials, the County intended consolidate documents kept in numerous formats, including paper, imaged copies in various imaging systems, Kodak film reels, on-line computer systems, desktop hard drives, and optical media.

### FNTI Services

- On-site Conversion
- Document Classification
- Document Preparation
- Paper Scanning
- Microfilm Scanning
- Microfiche Scanning
- Large-format Scanning
- Indexing
- Redaction
- Quality Assurance
- Systems Integration
- *Services provided in this project*

County documents include timesheets, correspondence, contracts, drawings, subdivision plans, reports, minutes and blueprints, as well as digital photographs, videotapes and electronic recordings.

The goal of the County was to implement an ECMS that would deliver the following benefits:

- Staff time savings
- Material and storage cost savings
- Improved efficiency and productivity
- Enhanced customer service
- Space savings
- Business process improvement
- Improved document management
- Compliance with document retention and accessibility policies

#### Our Assignment

Working in collaboration with eDocument Resources, develop a strategy and proposal to install and populate OnBase from Hyland Software, Inc. while meeting all of the County's requirements.

Collaborate with eDocument Resources and leverage our domain knowledge and understanding of enterprise content management system, back file conversion, indexing and database installation.

#### Our Approach

FNTI developed a back file conversion strategy that offered an accelerated document conversion program, creating time and cost efficiencies that delivered a low cost of document conversion while meet-

ing requirements for image quality, indexing accuracy and file retrievability.

Together, eDocument Resources and FNTI delivered a proposal that addressed all of the benefits identified by the County.

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In addition, the review committee gave FNTI a score of "excellent" for addressing the following criteria:

- Approach and implementation
- Solution fit, form and function
- Demonstrates verbal and graphic use of software and hardware
- Application of technology to specific processes and tasks

#### The Result

The County Evaluation Committee estimated that the cost savings to the county of implementing the strategy and proposal outlined by eDocument Resources and FNTI would amount to \$880 thousand to \$1.1 million annually. The forecast return on investment based on the conservative savings estimate is \$103 thousand, or 2.4%, and \$2.7 million, or 64%, for the aggressive savings estimate.

The project is awaiting funding.

### FNTI

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