

Chicago Department of Revenue

Background: The Department of Revenue is committed to administering and enforcing the Municipal Code of Chicago in a confidential, efficient and courteous manner. In addition to processing and managing business licenses, inspections, and taxes, the Department collects many different types of fees on behalf of the City. Some fees are billed periodically; other fees are one-time events, such as for a service or citation.

In early 2000, the Department of Revenue introduced the Integrated Revenue Information System (IRIS), which linked the Department of Revenue license, tax, investigations, and permit systems into one system. However, even though IRIS linked these various systems, the Department of Revenue needed a way to get the data into the system. The applicant or taxpayer manually completed all of the forms related to these systems, and then a Department of Revenue employee manually entered the data into the respective system.

Challenge: Deliver a front-end solution to IRIS that reduces or eliminates manual data entry, improves the accuracy of data entered or captured, and processes forms efficiently.

Solution: Edge Systems' **IMEDGE** provides scanning, indexing, and Intelligent Character Recognition (ICR) capabilities for getting data into IRIS. The licenses, permits, and investigation forms were redesigned to facilitate image capture, and all of the City's tax remittance forms were redesigned to facilitate Automated ICR. Whether a document is indexed in **IMEDGE** or processed through character recognition, the Department has implemented a quality check before the data is transferred to IRIS.

Results: The Department of Revenue has realized extensive savings of costs and time by switching to an imaging system for automated data capture and retrieval. Tasks that originally took hours now take minutes; accuracy has improved, and tax forms have been streamlined for easier processing.




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Chicago Department of Buildings

Background: The Department of Buildings manages all permits, inspections, building codes, and trade licensing for residents and building owners in the City of Chicago. When the Department contacted Edge, it was using a record management system comprised of three separate systems:

- Microfilm/hardcopy documentation, a manual process
- Permit look-up, a client-server system that allows retrieval of building permits issued or applied for since 1993
- Department of Buildings mainframe

Because the three systems were not integrated, employees often could not find the data they needed, or found redundant or conflicting data. Also, searches could only be conducted on one system at a time.

Challenge: Build a record management system to provide:

- Easy input and storage of building data
- Automated processes for retrieving microfilm and hardcopy data

Solution: Edge provided backfile conversion services to convert and manage 7,000,000 microfilm images and 250,000 paper documents of commercial building permit applications.

The solution supports scanning and indexing documents as they are submitted to the Department, and the system is compatible with the City of Chicago's LAN/WAN environment. Users who need to retrieve information now do so through the **IMEDGE** interface.

Results: Now that all legacy microfilm and hardcopy documents have been converted to the system, the time required to retrieve building or permit information has decreased from 20 – 30 minutes to 5 minutes.




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Chicago Police Department

Edge Systems, L.L.C.
Case Study

Background: With more than 16,500 members, the Chicago Police Department (CPD) is the second largest municipal police agency in the nation. The Department had installed an imaging system for the capture and retention of incident and traffic reports, but this system was no longer able to support the thousands of incident and traffic reports and related documents submitted to the Department each day. Neither was the system easily scalable to meet the Department's growing electronic storage needs. That's when the CPD called on Edge Systems for help.

Challenge: Build a new imaging and document management system that provides a comprehensive solution to meet the current and future needs of the Chicago Police Department.

Solution: Edge Systems designed and implemented an **IMEDGE** system that provided: an easy-to-use interface for the scanning, indexing, and retrieval of records; easy storage and access to the records; database integration with the Department's Oracle-based Criminal History Records Information System (CHRIS), and backfile conversion of paper documents.

Results: The Police Department enters approximately 5,500 reports (11,000 images) into the system each day. The amount of time to complete various tasks has been reduced from several minutes to 5 – 10 seconds. In addition, using **IMEDGE**, a staff member can retrieve, mask, stamp, and print an incident report for a customer in less than a minute. This type of productivity gain not only affects Department employees' attitudes about their work, but also bolsters the public's attitude towards the Department's ability to provide fast and efficient service.

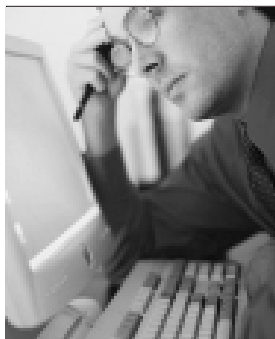


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Edge provided services that scanned in over 4,000,000 documents into **IMEDGE**, integrated this information with the department's Criminal History Records Information System (CHRIS) while providing an easy to use interface for indexing and scanning.



The process of retrieving file folders and making photocopies of police reports was cut from 20 minutes to seconds. Due to the increase in productivity, more critical tasks could be done, and morale was improved dramatically.

Chicago Department of Public Health

Edge Systems, L.L.C.
Case Study

Background: The Department of Public Health has many programs and services, but the program responsible for lead poisoning prevention is clearly one of the most crucial to the health and welfare of the community and its children. This program provides screening, medical case management, treatment, environmental testing and abatement, public and professional education, and community-based activities.

The Lead Poisoning Prevention program had over 1,000,000 pages of documentation that needed to be scanned and stored electronically, and then made readily accessible to its employees. In addition, the Program didn't have the employee or financial resources needed to manage the system once it was implemented.

Challenge: Provide backfile conversion services and a remote hosting solution for retrieval.

Solution: Edge Systems developed a hosting solution for the Program and provided backfile conversion services for the 1,000,000 pages of documentation. Through a client or web interface, users are able to search, retrieve, and redact images.

Results: The most important gains recognized by the Program stem from the retrieval, redaction and printing capabilities of the **IMEDGE** solution.

Before **IMEDGE** was implemented, the process of finding a file took as long as 30 minutes, depending on where the file was stored, and the photocopying/redacting process took up to 10 minutes.

With **IMEDGE**, the search and retrieval process takes 5 – 10 seconds and the redaction process takes 1 – 2 minutes.



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Edge provided document conversion services to scan in over 1,000,000 documents into **IMEDGE**, then hosted this information at Edge facilities for remote retrieval and storage.



The process of retrieving file folders and making copies of the information was cut from 30 minutes to seconds. Because these files were digitized and stored offsite in Edge's Data Hosting Facility, no additional IT staff was required and storage space was freed up for alternative uses.

Mayor's Office of Workforce Development

Edge Systems, L.L.C.
Case Study

Background: The Mayor's Office of Workforce Development (MOWD) is dedicated to assisting people to get, maintain, and advance in their jobs. MOWD works through a network of community-based organizations, contractors, professional partnerships, and governmental initiatives to:

- Provide businesses with customized workforce solutions
- Assist adults facing economic difficulties
- Help youth with career starts
- Make job transitions easier for people who have lost their jobs

Challenge: Provide a web-based hosting and retrieval solution and document conversion services.

Solution: Edge Systems provides document conversion services (scanning, indexing and quality assurance), an image storage facility, and remote retrieval capability via the City of Chicago network drop installed at Edge's Chicago location (819 South Wabash).

Edge Systems stores, indexes and provides access to approximately 500,000 pages of documents for the MOWD.

Results: The most important gains have come from the retrieval side. In the case of MOWD, files were stored off-site. In many cases the files were in disarray. What used to take 1 to 2 days, now takes approximately 5 to 10 seconds.

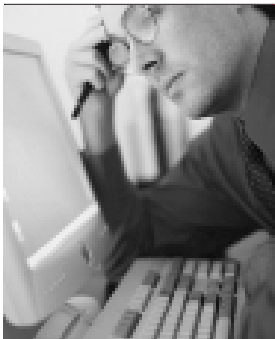


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Edge Systems scanned nearly 500,000 pages of documents at its Wabash Ave. facility, and stored the electronic images on its data hosting system. An **IMEDGE** Internet interface is provided to MOWD employees to retrieve and manage all documents on line.



Important efficiency gains have been made in the retrieval and filing of documents. A process that used to take 1 to 2 days has been reduced to approximately 5 to 10 seconds.

Chicago Fire Department

Background: The Chicago Fire Department extinguishes fires, investigates fires to determine cause and origin, enforces the fire prevention code, provides emergency medical services, offers fire education programs, and performs related activities as the Municipal Code requires.

The Employee Relations Group of the Chicago Fire Department handles hundreds of thousands of pages of documentation relating to employee grievance and arbitration issues. Because the documentation process was handled manually, there were inefficiencies and delays in resolving grievances.

Challenge: Develop an automated grievance and arbitration system to process grievance files through the Department.

Solution: Edge Systems provided an **IMEDGE** imaging and document management system to electronically process grievance and arbitration matters for the Fire Department. Edge provided scanning and hosting of existing documents at its Wabash Ave. facility, and implemented a scanning system at the Fire Department so that employees can scan future documents. An internet-based system was developed to allow Fire Department employees to process grievance and arbitration issues on-line.

Results: The Department realized tremendous efficiency gains after implementation of the system. The review process was streamlined and grievance and arbitration issues are handled more quickly, resulting in improved worker morale and improved productivity.



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Chicago City Clerk

Background: As official parliamentarian of the City Council, the clerk conducts council meetings and publishes the Journal of Proceedings to reflect all legislative action. Every document submitted during the Council meeting must be recorded and stored, which means the City Clerk's Council Division receives thousands of pages to organize, manage, and make available in the form of the Journal of Proceedings by the date of the next Council meeting. The Clerk's Office used a desktop spreadsheet to facilitate manual document retrieval. All of this manual work led to excessive storage expenses and employee overtime compensation costs. In addition, files were moved from one storage location to another to make room for new files, even though there was no schedule for relocating them.

Challenge: Deliver a document management system that automates the process of categorizing and storing documents electronically. The system should support easy storage and retrieval of documents by various City Clerk staff.

Solution: The **IMEDGE** solution for the City Clerk's Council Division goes to work immediately following a council meeting: documents are scanned into the system and assigned indices. The images are stored on permanent optical storage devices to facilitate rapid retrieval and to comply with recordkeeping laws.

Results: The greatest benefit realized so far by the Council Division has been related to cost reduction. With **IMEDGE**, employees are able to complete the scanning, indexing, and storing tasks within a matter of several workdays, and there is rarely a need to work overtime. Employees who need to retrieve documents do so through the **IMEDGE** retrieval mode, eliminating the need to look through boxes, vaults, and warehouses. Also, because document images are stored electronically, the original documents can be filed in permanent storage in one warehouse location, eliminating the expenses for multiple storage locations and transfers.



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After every Chicago City Council meeting, the City Clerk's Council Division received thousands of documents that had to be manually organized, managed, and made available in the form of a "Journal of Proceedings" by the date of the next Council meeting.



With the new system, employees are able to complete the Journal of Proceedings production process within a matter of a few workdays, and there is rarely a need to work overtime. Documents are retrieved electronically, eliminating the need to look through boxes, vaults and warehouses.

Chicago Department of Water

Edge Systems, L.L.C.
Case Study

Background: The Chicago Department of Water, Bureau of Water Services Division, is responsible for the efficient billing and collection of water and sewer service charges through the Water Collection Division. In addition, the Bureau installs, repairs and tests water meters through the Water Meter Division to ensure the accuracy of water measurement for the purposes of billing and conservation. The Bureau was looking for a way to streamline the processing of Water Meter Control (MC) Cards and Meter Installation Orders (MIO). Their original process required several steps to complete, with manual intervention required for the updating, filing and retrieval of the documents.

Challenge: Provide document backfile conversion and on-line hosting of MCs and MIOs.

Solution: Edge Systems provided backfile conversion of all of the Bureau's MCs and MIOs at its Wabash Avenue Document Backfile Conversion Center. Also, a simple user interface was developed to collect pertinent data about each Water Meter Installation Order. Comprehensive search and retrieve capability as well as data editing capability is now available at client workstations through an Internet interface. All data is hosted and maintained at Edge Systems' Wabash Avenue location.

Results: The **IMEDGE** system has eliminated many of the labor-intensive tasks associated with the processing of Water Meter Installations and changes. Documents no longer need to be manually filed and retrieved. All historical data as well as document images are available at the user's fingertips through a secure Internet connection.



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The Department was manually processing thousands of records documenting water meter installations and changes throughout the City. Every time a water meter was installed or changed, records had to be manually retrieved and updated, then re-filed.



The **IMEDGE** system has eliminated many of the labor-intensive tasks associated with the processing of water meter records. Documents no longer need to be manually filed and retrieved. All documents are available at the user's fingertips via an Internet connection.