ezescan.
making digital work

Council takes paperless path with EzeScan!

BAYSIDE CITY COUNCIL

Challenges

- Council needed to move from a paper-based environment to more of an electronic records management environment.

Solution

- Council implemented an EDRMS over recent years and has been steadily replacing manual tasks.

- EzeScan is utilised for scanning of incoming correspondence, licence and permit applications, property matters and planning and development applications.

- EzeScan automatically captures data, applies naming conventions, and uses look up to apply associated metadata.

- EzeScan also automatically triggers associated workflows in Content Manager.

Results

- Having less paper has resulted in significant savings in storing records on and off-site.

Bayside City Council has implemented an EzeScan Production Batch Capture Solution to assist with its long term migration towards electronic document and records management for over 500 users.

Hugging Port Phillip Bay in Melbourne's south, Bayside City Council has made a significant shift from its traditional paper-based operations to embrace the electronic document and records management system, Content Manager (formerly known as TRIM) while steadily replacing manual tasks with automated solutions.

The council implemented an EzeScan Batch Capture solution to effortlessly scan and capture incoming correspondence, licence and permit applications, property matters and planning and development applications. Previously all of which required a high level of manual data entry.

Fran Duiker Executive Manager of Communications and Customer Service at Bayside City Council, said, "We are moving from a paper-based environment to more of an electronic records management environment."

> **EzeScan was able to make sure that we got everything up there without any issues, so we now have a record of the original objection which has not been tampered with, as well as the redacted.**
>
> **Alistair Bourrilhon, Corporate Records Coordinator at Bayside City Council**

"The next big step for us will be getting EzeScan to generate a request or work order automatically in our CRM solution which is delivered directly to one of our staff or a contractor. At the moment documents are scanned directly into Content Manager and then must be manually attached to a CRM item."

"Automating this process will deliver our customers a far more streamlined and effective service. Also there is not as much staff time required to manage initiating those processes so we've been able to redirect resources to other areas within the business," said Duiker.

EzeScan automatically captures data, applies naming conventions, and uses database look ups to apply associated metadata. EzeScan also automatically triggers associated workflows in Content Manager.

Powering your business automation

Demos Gougoulas, Sales & Marketing Director for EzeScan explains, "EzeScan goes beyond the regulatory obligations associated with the retention and disposal of documents by aligning the document and the information it contains with business workflows, providing operational efficiencies."

> **"**
> **This helps to initiate intelligent automated processes, accelerate document delivery and minimise manual document handling while ensuring regulatory and digitisation standards compliance.**
>
> **Alistair Bourrilhon, Corporate Records Coordinator at Bayside City Council**
>
> ▶ ▶ ▶ ▶ ▶ ▶ ▶

Where paper content needs to be imported it is now scanned on a multi-function device (MFD) to email or a network folder. A scan on demand approach is taken to adding historical records when required.

"We are automating the addition of metadata where practicable. When staff add records in Content Manager there are three mandatory fields they must complete, the document title a routing type and a folder" said Alistair.

Corporate Records Coordinator Alistair Bourrilhon is currently working with various departments across the council and planning a shutdown of network file storage areas. Council staff are being made aware that by end of June next year the network drives will become read only and the size of their personal drive will be cut down dramatically.

Shifting to an electronic document management solution has resulted in much less paper for the council and has resulted in significant savings for the council in storing records both on and offsite.

About EzeScan

EzeScan provides fast, cost effective business process automation solutions including simplified document back scanning, accounts payable, data robotic process automation, forms data extraction, mailroom/correspondence automation and highly integrated EDRMS capture. With thousands of installations in Australasia, North America and the UK, EzeScan is your ideal digital transformation provider.

Reprinted from Information & Data Manger (IDM) magazine

ezescan.
making digital work