The Township of Franklin, NJ Tackles the Challenge of Document Digitization and Records Management
MEET THE PRESENTERS

Jeremy Gibson
Account Executive
MCCi

Bob McQueen
Information Technology Director,
Franklin Township, NJ
OUR AGENDA

Spotlight: Township of Franklin, NJ

Unlock Tech Tools with Content Services Platforms
ABOUT OUR COMPANY

MCCi is a business process automation company with expertise in delivering several end-to-end solutions for our many customers. These include Enterprise Content Management software, Digital Signatures, Smart Invoice Capture, and Robotic Process Automation (RPA) tools.
Franklin Township Somerset, New Jersey

68,364 residents (2020 Census) | States 19th most-populous

Traditionally a farming community, it has become a fast-growing suburb with massive development in the later 20th and 21st centuries as a diverse blend of races, religions, and cultures. In 2008, Franklin Township ranked #5 on *Money* magazine's list of America's Top 100 Best Places to Live.[27]

**CLIENT SPOTLIGHT**

Franklin Township has aggressive goals for digital transformation and electronic records management. This presentation aims to outline the township's vision, challenges, and strategies to overcome complexities in achieving these goals.

**Enterprise Adoption**
Franklin Township implemented Laserfiche in 2016 and is currently used in almost every department in the Township.

**Integrated**
Laserfiche integrated with critical business software in our Code Enforcement Department.
Franklin Township and mcci form a bond together

Dooms Day November 2021

A project that we new needed to be done, but never got too, until it was too late...........Franklin Townships 2012 SQL server crashed and was non-recoverable.

Yes, this server had our Laserfiche databases!
Along with our code enforcement software database.
Yes, we did have backup copies!
Franklin Township and mcci form a bond together

Dooms Day November 2021

Priorities
1. Spin up new 2019 SQL server
2. Engage support from software vendor for Code Enforcement databases & Laserfiche.
Priorities

1. Vendor restored Code Enforcement databases, that had different backup dates, therefore, it caused duplicate permit numbers.
2. This required additional support from vendor, and staff to identify duplicate permits.
Dooms Day November 2021

Priorities
1. After many man hours, Code Enforcement was once again stable and able to perform daily work.
2. The same vendor was contracted for Laserfiche support, however we quickly learned they were not capable of supporting the product.
Dooms Day November 2021

Priorities

1. They ignored numerous emails and phones calls to schedule time to restore the Laserfiche databases.
2. At his point I needed to find another vendor, and with my knowledge of GMIS Corporate Partners, I went directly to mcci!
Mcci, became engaged immediately. By this time our Cloud backup of the databases, was gone, we needed to restore them from tape backup! (This sure was a test of our disaster data recovery plan!) The previous vendor had downloaded the wrong databases for Laserfiche. Within three days, mcci had our Laserfiche databases restored and operational.
Franklin Township and mcci form a bond together

Now to tackle our aggressive goals for digital transformation and electronic records management with a reliable corporate partner – mcci!
The Township of Franklin's Vision
• Establish the township as a model for digital innovation and efficiency.
• Improve citizen services by digitizing processes and enhancing access to public records.
• Enhance data security, streamline workflows, and promote sustainable practices.

Importance of Digital Transformation and Electronic Records Management
• Improved accessibility and searchability of records.
• Cost savings through reduced physical storage needs.
• Faster and efficient retrieval of information.
• Enhanced data security and disaster recovery capabilities.
The Challenge of Unknowns

• Complexity arising from NJ laws not prescribing retention schedules for every document type.
• Navigating legal compliance while promoting digital transformation.
• Identifying potential risks and mitigating measures.
Strategies to Overcome Complexity

1. Comprehensive Records Audit
   - Conduct a thorough audit of all existing records and their types.
   - Classify documents based on their sensitivity, importance, and legal requirements.
Strategies to Overcome Complexity

2. Consultation with Township Clerk, Legal Experts & The State of NJ
- Seek advice from legal experts familiar with NJ laws and regulations.
- Identify best practices and recommended retention guidelines.
Strategies to Overcome Complexity

2. Tailored Retention Policies where we could – Outside state laws
   • Develop retention policies specific to document types without prescribed schedules.
   • Regularly review and update policies as needed.
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Strategies to Overcome Complexity

2. Embrace Digital Preservation Standards
   • Adopt international digital preservation standards to ensure the long-term integrity of electronic records.
   • Utilize metadata and encryption to enhance security.
Leveraging Technology

- Invest in robust electronic records management systems.
- Implement document management software with intelligent search and indexing capabilities.
- Invest and Budget to achieve your digital transformation goals.
- This does not have to be done all at once, you can budget funding over multiple years.
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Training and Education

• Conduct workshops and training sessions to educate employees on digital records management best practices.

• Foster a culture of compliance and responsible data handling.
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Collaboration and Public Engagement

- Engage citizens and stakeholders in the process of digital transformation.
- Encourage feedback and suggestions to refine digital services.
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Measuring Success

• Track key performance indicators (KPIs) related to digital adoption and efficiency gains.
• Regularly assess the impact of digital transformation on citizen satisfaction and overall operations.
WHAT’S NEXT?

• The Township of Franklin's ambitious goals for digital transformation and electronic records management are within reach.

• Embracing complexity as an opportunity for growth will pave the way for success.

• Together, we can establish a digital-forward township that benefits citizens and stakeholders alike.
POLL

How many people are utilizing ECM software in your organization for Document Management and Records Management?
Laserfiche overview

Laserfiche pioneered the paperless office with enterprise content management more than 30 years ago and evolved to be the leading global solution for intelligent content management and business process automation.

- A global community of leaders and evangelists
- 5 Million users & 9,000+ organizations in every industry, including government, education, financial services and manufacturing
- Focused resources for product advancement and market development
- Robust community program for on-going user training and education
Laserfiche develops solutions for capture, workflow, forms, and records management that help organizations drive business value—and make timely, informed decisions.
<table>
<thead>
<tr>
<th>Core Capabilities</th>
<th>Critical Capabilities</th>
<th>Optional Capabilities</th>
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<tbody>
<tr>
<td>Content repository</td>
<td>Records management</td>
<td>Content intelligence</td>
</tr>
<tr>
<td>Document and content management library services</td>
<td>Process automation and app development</td>
<td>Productivity intelligence</td>
</tr>
<tr>
<td>Records management</td>
<td>Security and privacy intelligence</td>
<td>New work hub connectors</td>
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<td>Productivity intelligence</td>
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<td>New work hub connectors</td>
<td>PaaS/SaaS deployment</td>
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<td>Metadata</td>
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<td>Search</td>
<td>Federation</td>
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<td>Enterprise administration</td>
<td>Content collaboration</td>
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https://info.laserfiche.com/gartner-magic-quadrant-content-services-platforms
OUR TEAM IS YOUR TEAM

Professional Services
or Augment Your Staff

- Assessments
- Consulting
- Process Analysis
- Configurations
- Integration
- Training
- Support

Solutions Architects | Account Executives
Account Managers

Business Analysts | System Engineers
Project Managers | Training Specialists

Application Analysts | Support Technicians

Client Success

Professional Services

Technical Support
Accurate & Secure Data Collection

Easy to Design & Modify Forms

Review & Approve Submitted Forms

Automated Filing for Archival
LASERFICHE FORMS: OPERATIONAL DASHBOARDS

Consolidate task management with centralized task lists. Eliminate manual tasks for routing information, filing out forms, and following up on approvals.

Review and Approval Process Diagram

My Tasks

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Due Date</th>
<th>Priority</th>
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<tbody>
<tr>
<td>Delivery Slip</td>
<td>Oct 02, 5:00 PM</td>
<td>Urgent</td>
</tr>
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Operational Dashboard

Duration of Completed Instances

- Average: < 0.1 days

Largest Case Differences:

- Scoping: -0.1, 50%
- Application Review: -0.1, 50%
- Vendor Screening: -0.1, 20%

Largest Case-Recall Tasks:

- Scoping
- Application Review
- Vendor Screening

MCCi | REV. DATE 8/22/23 | PAGE 30
What processes are high priority for automation in your organization?