

# Cabarrus County North Carolina

- ▶ Located in the Piedmont section of North Carolina
- ▶ Six incorporated municipalities, the largest, City of Concord County is 18 miles northeast of region's largest city, Charlotte North Carolina
- ▶ Approximately 230,400 acres in size with 81% urban and 19% rural.
- ▶ Estimated population of 187,226



# Information Technology

- ▶ FY15 Budget
  - County \$209 M
  - Technology t \$3.9 M
- ▶ FTE Employees
  - 900 County
  - 23 IT
- ▶ IT Provides Infrastructure and Shared Services
  - Court System
  - Municipalities
  - School Systems
- ▶ IT Supports
  - All County Departments
  - Library System
  - Public Safety
  - Arena Events Center



# Enterprise Shared Services

- ▶ ERP
- ▶ ECM
- ▶ Work Order
- ▶ GIS
- ▶ ACD
- ▶ Class Registration
- ▶ Facility Reservation
- ▶ EMAIL
- ▶ ID Badge
- ▶ Door Access
- ▶ E911
- ▶ Datacenter
- ▶ Community Development
- ▶ Mass Notification
- ▶ Collaboration
- ▶ Oblique Imagery
- ▶ Voice Mail
- ▶ MFP
- ▶ VDI



# ECM Success With Laserfiche

- ▶ **In the beginning 2002**
  - One Server
  - 20 users
  - 1 department
- ▶ **Now 2014**
  - 4 Servers
  - 900 users
  - 24 departments



# Enterprise Systems and Laserfiche

- ▶ Northwoods
- ▶ MUNIS
- ▶ ACCELA
- ▶ Weblink
- ▶ MUNI Agenda
- ▶ Sharp MFP
- ▶ Department Documents

## Custom Applications

- Tax Cards
- Photo Property Management
- Gun Permits
- Concealed to Carry Permit
- HR Review Notification
- Tax Abstracts



# Our Challenges

- ▶ Competing specialized area content management system
- ▶ Customer department wants versus the requirements to maintain an Enterprise System
- ▶ Document Retention Cycle
- ▶ Secure Mobile Access



# Benefits of Laserfiche ECM

- ▶ Enterprise Data Fosters Streamline Processes
- ▶ Eliminate Data Silos
- ▶ Increase Data Integrity
- ▶ Increase Collaboration
- ▶ Reduce User and Support Training Needs
- ▶ Increase System Reliability
- ▶ Economies of Scale



# Enterprise Lessons Learned

- ▶ Implementing and Maintaining Enterprise Shared Systems Requires Enforcement
  - Management Support
  - Purchasing Policy
  - Technology Standards



# Laserfiche ECM Solutions

- ▶ Streamline Processes
- ▶ Increase Data Integrity
- ▶ Reduce User and Support Training Requirements
- ▶ Increase System Reliability
- ▶ Provide Economies of Scale
- ▶ Eliminate Data Silos
- ▶ Increase Collaboration



# Laserfiche Looking Ahead

- ▶ Online Tax Abstract
- ▶ Work flow
- ▶ Forms
- ▶ LEO Discovery Process



# Benefits of Enterprise IT Services

- ▶ Promote enterprise information processes to deliver quality technology services that effectively and efficiently align with the goals of Cabarrus County.
- ▶ Provide access to information resources by providing reliable secure applications and technology infrastructure.
- ▶ Protect enterprise information integrity through planning, standards and process management

