

Caddo Parish Clerk of Courts Speeds Scanning, Prepares for Disaster

SITUATION

Caddo Parish Louisiana Clerk of Courts office needs to upgrade its records retention to scan and microfilm every document.

OBJECTIVE

Upgrade to high speed, high-quality scanners able to scan 4,000 or more pages per day. Back scan millions of existing documents.

SOLUTION

Kodak i9600 Series Writer, two **Kodak Digital Science** Scanner 3520s, two **Kodak** i610 Scanners, **Kodak** i260 Scanner, **Kodak** i80 Scanner, combined with an **OnBase** Document Management solution and **Kofax Ascent Capture** bar code recognition technology.

COMMENT

"We get everything done a lot faster now and are prepared for the worst-case scenario."

~ Susan Twohig,
Data Processing Manager,
Caddo Parish Clerk of Courts

Though Hurricane Katrina was 300 miles from Shreveport, LA, the disaster emphasized the importance of backups for the Caddo Parish Clerk of Courts office. "It could happen here. But now we're prepared. With our **Kodak** Scanners and **Kodak** i9600 Series Writer, we scan and back up on archival microfilm every single document that comes into the office," says Mike Spence, Civil Court Administrator.

Page-by-page scanning can't keep up with the day-to-day workload

After Hurricane Katrina, Caddo Parish took immediate steps to safeguard its documents.

"We had to step up imaging to scan every document that came in the office—without adding personnel. It wasn't feasible with our old scanners. We process 3-4,000 civil suit pages and 1-2,000 mortgage and conveyance pages a day. Our previous scanners could only scan one page at a time, and we couldn't keep up going page-by-page," states Susan Twohig, Data Processing Manager at the Clerk's Office.

The Clerk's Office selected DataBank IMX, an authorized **OnBase** solution provider and Authorized Reseller of **Kodak** Document Imaging Products, to implement an on-site document solution for scanning approximately 5,000 incoming documents per day and to convert millions of existing documents.

Meantime, Twohig changed the application to generate barcodes. The barcode application eliminated the need to index twice: once in the data indexing application and once in the imaging application.

"We tried the solution DataBank IMX brought here using the **Kodak Digital Science** Scanner 3520 with our new barcode application, **OnBase** Software, and the **Kofax Ascent Capture**. We were just amazed at the speed, accuracy, and clarity of the results," Twohig recalls.

In June 2002, Caddo Parish began using its **Kodak Digital Science** Scanner 3520 along with its **Kodak** i9600 Archive Writer. (They have since upgraded to the **Kodak** i610 Scanner, **Kodak** i260 Scanner, and **Kodak** i80 Scanner.)

Police cars to judges' benches: court records delivered on demand

Now, when lawyers or citizens file suits or enter motions and pleadings throughout the Clerk's office, employees enter the data into the parish's case management software, which Twohig configured to print barcodes on the final documents. The documents are then scanned using either the **Kodak** i610 Scanner or the desktop **Kodak** i260 Scanner. The indexing fields necessary to search and retrieve documents—like case number and pleading type—are automatically populated from the information encoded in the barcodes, which saves time and labor, prevents double indexing, and reduces the chance for error.

Once scanned, the images are sent to **OnBase** Software, which accommodates documents from virtually any source and links them to the images. Users retrieve them in many ways. Those using the case management software access documents directly from that application. Using the **OnBase** Application Enabler™, fields within the screens have been content-enabled, allowing users to simply click a field to retrieve a document without switching screens. Others



Butch McGeehi using the **Kodak Digital Science Scanner 3520**

access them straight from the **OnBase** Thick Client. Users outside the office access documents via the Internet using a Web application that combines indexes and images into one easy-to-use interface.

The documents are also provided to every entity in the courthouse and all government agencies. "Even police officers can access court documents from their laptops," says Spence. "If they get a domestic abuse call, for example, they can pull up related filings. The police department has been very happy with that."

Fingerprint-clear quality

"With our old scanners, you couldn't read fingerprints. Now, we can even make copies of scans of fingerprints and find the match from the copy! With our **Kodak** Scanners, our scans are so detailed and clear, even crime labs use them to perform handwriting analyses," says Spence.

It's this quality from Kodak that allows the images to be shared—legibly—over the Internet. The public can access documents directly from the Clerk of Courts' Web site. Judges use the system to view just-filed documents from the bench that haven't been delivered to the courtroom yet.

"When I'm on the phone with an attorney, I right-click on a document, e-mail it, and moments later the attorney is looking at a crisp image. Our **Kodak** Scanners enable that incredibly clear copy to transmit through the Internet. It's a tremendous asset in our process," Spence claims.

Back-scanning the parish's history

With 500,000 civil case files, two million mortgages and conveyances, and millions of other documents that must be preserved to comply with Louisiana laws, the Clerk's office can't keep all its documents on site.

So the Clerk's Office contracted DataBank IMX to scan all conveyances dating back to 1951 and all marriage licenses dating back to the beginning of record-keeping time.

DataBank IMX also uses **Kodak** Scanners in their service bureaus.

"It was a difficult job," Spence contends. "But with the power of DataBank IMX's equipment from Kodak and **OnBase** Software, it went very well."

The Clerk's Office is continuing the project. They are using a **Kodak Digital Science Scanner 3520** to scan conveyance books from 1839 to 1950. When the project is complete, users will be able to view any conveyance ever filed in the office without touching a book or a piece of paper.

Preparing for the worst: multi-layered disaster recovery

Because of retention and disaster recovery requirements, the Clerk's Office still creates microfilm, but with its **Kodak i9600 Series Writer** solution, it's less labor-intensive than the previous manual filming process. Images in the OnBase repository are exported to the **Kodak i9600 Series Writer**, which creates an archival microfilm record according to predefined criteria.

"We now have backups of everything. The Kodak i9600 Series Writer helps prepare us for the worst-case scenario of a disaster," says Spence.

***Kodak i9600 Series Writer** —
The easy way to help protect
critical business information
from tampering or loss*

Cost savings, time savings, and great customer support

The **Kodak i9600 Series Writer** doesn't require much human intervention. "We use the software that automatically rotates the documents so they are facing the right way," says Twohig. So the employee who had been in charge of creating microfilm has been happily reassigned to scanning. "We used to joke that she was like a mole in her corner with the camera," laughs Spence. "Now she is out of the dark."

Now that the Clerk's Office has scanned all bookkeeping documents into the system, the files are accessible for employees and auditors, which saves time searching for files—a process that often took days or weeks.

"Kodak remains up-to-date on technology and how we use our application. They come to us when we need help and take care of us quickly," notes Twohig.

Spence concludes, "DataBank IMX showed us the value of **Kodak** Scanners and **Kodak Reference Archive Microfilm** and how it all works in the big picture with the **OnBase Document Management System** and **Kofax Ascent Capture Software**. I recommend that any government agency look at **Kodak** Scanners and microfilm. The equipment works great, and the support is stellar."

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