

Vanderburgh County Sheriff's Office

▶ **Vanderburgh County Sheriff's Office— Document Management Using imageFORMULA Document Scanners**

**General Overview**

Vanderburgh County, Indiana, is home to more than 170,000 people. This bustling county is part of the Evansville, IN-KY Metropolitan Statistical Area. As part of the county's law enforcement services, the Vanderburgh County Sheriff's office provides emergency services, personal property protection to residents of the county, and management of the county's correctional facilities. The Sheriff's office is committed to providing professional law enforcement and community service programs to its citizens.

The Vanderburgh County Sheriff's office employs more than 270 people and consists of sworn deputies, confinement officers, and civilian support personnel. The Sheriff's office is divided into three divisions: Administration, Confinement, and Operations. Under these divisions, the Sheriff's office is responsible for maintaining a 512-person detention center facility and a 220-person community corrections center, plus its field operations units.

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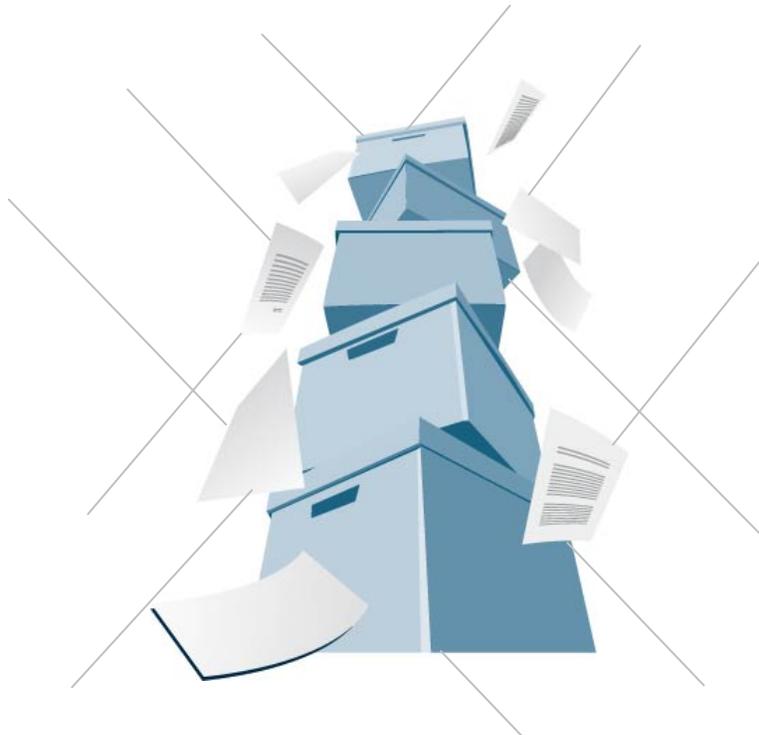
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## Customer Issues

The Vanderburgh County Sheriff's Office had been utilizing the Canofile system, an electronic filing system introduced by Canon, for its scanning operations for several years. The Canofile system had been instrumental in transforming its paper- and manual-intensive workflows into an efficient electronic document capture and management process. Prior to implementing the Canofile system, the Sheriff's office spent too much time and too many resources keeping track of numerous paper files via a manual filing system. The Sheriff's office processes all types of paperwork: inmate files, mug-shots, fingerprints, daily monitoring information, tickets, and daily field reports, among others. This information is vital to the Sheriff's office and, is in many cases, time-sensitive.

The main complaint about its workflows was the sheer amount of paper each one generated. It didn't matter if the workflow was from the Administration or Confinement and Operations unit; the volume of paper caused many issues with processing and storing. The manual storage of paper at county facilities had become cost prohibitive and space had reached a premium. The initial implementation of the Canofile system had allowed the Sheriff's office to store TIFF G3 images from a 502M 512 meg magneto optical disk to electronic storage and utilize the Canofile system as both an imaging system and electronic document repository.



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### Customer Issues (continued)

The introduction of Canon's imageWARE Document Management software, the discontinuation of the Canofile system, and the new additions to Canon's document scanner hardware product line led many organizations to seek alternative solutions to their established Canofile system workflows. Vanderburgh County Sheriff's office was no different. With a significant amount of data stored within the Canofile system, the Sheriff's office required an on-going means of accessing legacy information while, at the same time, capturing day-forward documentation. Faced with this task, the Sheriff's office consulted its Canon Authorized Reseller to review the best solution to fit its needs.

To assist in this process, Vanderburgh County Sheriff's Office and Canon's local authorized reseller engaged Canon Professional Services (CPS) to address its business concerns including the following:

- To scope and architect an imageWARE Scan Manager and imageWARE Document Manager solution
- The migration of the Canofile system image files and indexes into imageWARE Document Manager
- The appropriate workflow construction for document capture, indexing, and archival, including the use of new document scanner hardware
- The training of personnel on imageWARE solutions

Based on the interaction with all stakeholders, CPS recommended a phased approach for migration to the new system. This maintained operational status of the Sheriff's office's Canofile system during a controlled rollout of imageWARE Scan Manager and imageWARE Document Manager software. By following this approach, the Sheriff's office personnel were gradually transitioned to the new system, giving them ample time to familiarize themselves with its capabilities, workflow, and design.

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### Canon Solution Overview and Components

Through pre-planning and on-site analysis, CPS and the Canon Authorized Reseller were able to develop an implementation plan that fit the needs of Vanderburgh County Sheriff's office. Essential to the success of this implementation was the primary business requirement to keep current the Canofile system imaging workflows up and running through the imageWARE project implementation. CPS and the reseller mined the Canofile system data and indexes for portability options into imageWARE. Since the Sheriff's office's original Canofile system data structure had been carefully defined by the IT staff with input from Canon's reseller, the data and indexes were easily ported to imageWARE Document Manager.

Selection of the imageWARE Scan Manager and imageWARE Document Manager Enterprise Edition solutions was appropriate for the Sheriff's office's workflows, as it was the logical progression from the Canofile system. To complement the software solutions selected, Vanderburgh County Sheriff's office also implemented high-volume document scanning hardware to assist their rigorous daily electronic capture tasks. A series of hardware components, including the imageFORMULA DR-X10C Production Scanner, were added to the newly developed imageWARE system in an effort to create a strategic and more comprehensive records management solution. Scanning up to 128 pages per minute, the DR-X10C scanner proved to be a robust choice, capable of handling the overwhelming paper workload with the flexibility to capture a variety of documents from civilian reports to mug-shots and fingerprints.

### Summary

With imageWARE software and imageFORMULA hardware firmly entrenched as its imaging and document management system, Vanderburgh County Sheriff's office has seen an increase in productivity. It has been able to take advantage of tools and features that weren't part of the Canofile system. For example, Vanderburgh went from a workgroup-sharing imaging system to a domain structure (via Active Directory) document management system, where enhanced administration functionality, security, roles, and usage rights are tightly controlled and enforced throughout the entire organization. Additionally, it found further efficiencies in document retrieval processes with document search and retrieval through a Web browser.



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### Summary (continued)

Vanderburgh County Sheriff's office personnel understood early on how technology could help them manage and automate their work, be cost-effective, and reduce the number of document touches within a workflow. As a result, their original decision to utilize the Canofile system put Vanderburgh County Sheriff's office ahead of their peers. Vanderburgh County Sheriff's office knew it had made the right decision to transform paper-intensive processes into more manageable and efficient electronic workflows as well as become an early adopter of technology.

With its migration to imageWARE Scan Manager, imageWARE Document Manager, and imageFORMULA DR-X10C, Vanderburgh County Sheriff's office is now capable of storing images in industry-standard file formats and has modified its hard copy retention policies such that all original documentation is destroyed after 72 hours following scanning. As a pioneer in law enforcement technology, Vanderburgh County Sheriff's Office sees the Canon platform as part of a broader workflow system that most, if not all, law enforcement agencies can share and utilize.





## About Canon U.S.A. Inc.

Canon U.S.A., Inc. delivers commercial imaging solutions.

Canon's complete line of document and network scanners, microfilm readers / scanners, and check transports, enable businesses to improve costs, efficiencies, management, control, security, and compliance related to capturing, storing, and sharing information.

The Canon imageFORMULA DR-Series of document scanners satisfy a wide variety of document imaging needs and budgets with a full-range of workgroup, departmental, and production solutions. They offer the kind of high-performance features that make converting paper to electronic documents easier, such as high-speeds, compact designs, and flexible configuration options.

The complete Canon scanner line offers high image quality, leveraging years of experience in developing high-precision optics technologies. It also offers flexible and reliable scanning of mixed batches of documents, from business cards, to books and large document stacks, to paper-thin forms. And finally, it delivers outstanding value.

Canon scanners are based on a tradition of excellence, with solutions designed to improve workflows and cater to user and corporate requirements. Canon scanners are efficient and affordable imaging solutions, satisfying a wide variety of content management needs. With strong alliance and compatibility partnerships, strong industry associations, and strong channels of delivery and fulfillment, Canon can help any business make the transition into the paperless office.

Additional information can be found at [www.scanningsuccess.usa.canon.com](http://www.scanningsuccess.usa.canon.com).