



Yancey County Turns to Transporter for the Compliant Access, Sharing and Protection of Critical Files - Saving More than 400 Man Hours Per Year



Overview

Yancey County, North Carolina is home to the highest point in the United States east of the Mississippi River. Tucked in the scenic Appalachian Mountains region, the county is home to more than 17,000 residents and has its county seat in Burnsville.

Challenge

Providing services to residents throughout the county are 300 county employees, spread across the rugged region in multiple small and remote offices. Over the years, the county had amassed volumes of physical storage to support its multiple departments including tax services, 911 emergency, probate maps and more.

“We had file cabinets that circled the inside of the building and even rented trailers to store more physical files. Our paper process was out of control,” said Adam Woody, IT Administrator for Yancey County.

The county tried relieving its storage problem with external hard drives for each department, but file sharing became the next challenge. Multiple departments needed access to files, such as property maps of the county, so retaining files without a centralized solution was a productivity drain.

After looking at solutions such as Google Docs, Yancey County was frustrated that they didn’t provide the adequate security and privacy needed to adhere to the county’s compliance requirements. That’s when Yancey County decided to put Transporter for Business to work for their file retention and sharing needs.

Challenge

- Massive volumes of decentralized physical files
- Need to share files across departments and remote offices
- Requirements for remote and mobile file access

Solution

- Centralized files across departments
- Supports instant file uploads for remote users throughout the county
- Saves 400 man hours a year in IT support time, eliminating 90% of support tickets



“ Many of our employees are not that technically savvy, so any new solution must be very easy to use. Transporter meets this requirement with flying colors while saving us hours of support time and costs in the process. ”

Solution

Woody first evaluated Transporter for personal use and discovered that Transporter for Business would be an excellent fit for Yancey County. It delivered the security and privacy the county needed to assure resident data is protected while offering the scalability and ease of use needed to support its users' requirements.

As the county rolls out the use of Transporter for Business, department by department, all of its files will be consolidated into a single, central repository. Files are easy to locate, share, access and store, regardless of the department employees are working in. Soon the county will have 100% of its files managed in Transporter. Once paper files have been scanned, converted into PDFs, and uploaded into the new storage system, the county will reach its goal of becoming totally automated.

"Transporter has been very simple to deploy and our users required very little training," said Woody. "Many of our employees are not that technically savvy, so any new solution must be very easy to use. Transporter meets this requirement with flying colors while saving us hours of support time and costs in the process."

Results

Now, with Transporter for Business at its core, Yancey County is more productive and efficient than ever. It is saving hours of time, and has seen a 90% drop in IT support tickets because end users have the self-service access they need to files across departments. In fact, this dramatic reduction in IT support is saving the county more than 400 man hours a year while fueling productivity of employees throughout the county. In addition, files are secure, protected and retained to assure that the county can easily meet its 15-year compliance retention requirements.