

Link documents, drawings and processes to your GIS for faster projects

“Our goal is for personnel to never leave the GIS environment, yet be able to retrieve spatial information, access documents and create work orders.”

– Terry Biederman
Director of Public Works, Waterford Township

The Payoff

- Improves constituent service with self-service document access
- Increases project visibility
- Lets you make better, faster decisions without adding staff

The Basics

Despite the efficiencies your GIS creates, related paper processes are often slow and inefficient. In many cases, departments keep documents for civil engineering, civic planning and public health and public safety separate from GIS maps. At best, they are linked through unsecure network file shares or URL paths. Processes halt when paperwork is missing. When processes halt, work slows down, projects get delayed and taxpayers get frustrated.

The Challenges

ESRI ArcGIS provides highly-detailed maps and helps public works staff complete extraordinary projects. To complete these projects, engineers need additional documents to support the maps. Finding these documents—like easements and work orders—can take days to locate and get to the right people, holding up critical public works projects.

- Performing plan reviews and obtaining permits is slow and frustrating for workers and constituents
- Customer service issues drain staff resources, leaving less time for strategic planning
- Decision-making and forecasting suffer from data split between GIS maps, line of business systems and paper documents

The Solution

OnBase puts documents on the map. Instead of searching multiple locations to find what they need, GIS users access supporting documents right from the map they are viewing. Need to get approval on a permit? As soon as it's imported into OnBase, the process begins automatically. Documents add value, instead of impeding progress.

Better visibility, instant access to documents for staff and constituents

Secure Web access to ArcGIS maps makes documents instantly available at any time from anywhere. Officials can survey parcels of land and locate public records, deeds, permits, work orders or even CAD drawings at the moment they are needed—even if they are still pending. OnBase lets constituents take advantage of self-service public access, too. This means document retrieval time is seconds, not hours or days.

“The goal is for constituents to be able to type in a name or parcel number from a kiosk or a public website and to be able to retrieve all related documents.”

– Tim Oliver, Assistant Director of IT/GIS
Horry County, South Carolina

More with less—workflows connect GIS assets to supporting processes

Because OnBase allows more than one person to access a document at a time, simultaneous reviews for permitting or zoning speed up. Users can scan and access documents right from the map or from OnBase. This makes it easy for people who aren't everyday GIS users to take advantage of maps and related content. As a result, staff spends time on value-added tasks like forecasting or planning, not searching for documents.

Rules-based, scheduled processes replace tedious tasks. No more uploading documents one at a time. No more manually running required backups. Point-and-click integration with ERP or asset management systems means document keyword data matches system data.

Self-service access eliminates slow paper shuffles

With constituent access right from public websites or kiosks, staff resources are no longer required to provide public documents. Regardless of whether it is a property parcel, gas line, storm water drain or other geospatial item, if it is an ArcGIS asset, its supporting documents are a click away. Not a few days away.

In addition to finding documents right from physical targets on ArcGIS maps, users can also search by keyword for them across all layers of ArcGIS. Even when they need to widen their search, users get what they need, instantly.

Why OnBase

The only NAGCS-certified enterprise content management system (ECM) solution, OnBase configuration is point-and-click. No custom coding – even with applications like Azteca Cityworks® and Accela®. OnBase securely and effectively manages the documents associated with geospatial assets so you don't have to.

- Improves constituent service with self-service document access
- Increases project visibility by making it easier to access and share maps and related documents
- Lets you make better decisions and speed projects without adding staff

time to make a difference.

Get more information out of existing business applications. Reduce, even eliminate, wasteful, redundant tasks. Now you can spend your time on the things that really matter. That's effective document and process management.

That's the OnBase difference.

Learn more at Hyland.com/Government

OnBase
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