

# Helping a State Government Lead the Way in Secure Electronic Document Management



## ABOUT THE CLIENT

Our client, a state government's Office of Technology Services (OTS), envisions an effective and efficient state government through information technology support, advancement, and innovation. The office's mission is to establish effective technology systems and services for its fellow state government agencies. Across each of these systems and services, they promote standards and policies of integrity, quality, and efficiency.

## Challenge

The Office of Technology Services (OTS) needed all their agencies to move away from unprotected, antiquated paper records and migrate to FileNet, an electronic document management system.

### Building Structure in the Migration First

The OTS owned the entire document transfer process and needed to first develop the classification and categorization of how documents would be stored and found once moved. OTS needed a comprehensive process to accomplish this but lacked the capacity to undergo this effort alone. They sought a partner who could implement a methodology to minimize waste, downtime, inefficiencies, and bottlenecks along the way.

43%

Reduction in the Time it Takes to Create New Taxonomies at the State Level

5

Taxonomies Built for the New Digital Document System

## Solution

Since 2014, Evergreen has owned process standardization, quality of work, and efficiency and trends identification, lowering ramp up time and attrition levels.

Evergreen created a comprehensive document classification system in FileNet for all the state's agencies to utilize, complete with associated training materials to facilitate efficient tool utilization.

### Comprehensive Tech and Team Problem-Solving

- Deployed project management, FileNet, and other experts to quickly assess the environment and launch the digitization effort
- Hosted an accelerator training to pull our experts and the client together on an agile-based methodology, customized for the digitization effort
- Utilized Kanban to visualize workflows, identify inefficiencies, and address blockers
- Streamlined complex engagements by serving as a single point of coordination in a multi-vendor landscape
- Developed a process to carefully track hours against project outcomes, enabling effective budget management and informed workforce decisions for OTS