



# NUANCE

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## CASE STUDY

### LOCAL GOVERNMENT INDUSTRY

## Oklahoma City Police Department: Arresting the paper avalanche

### CHALLENGE

- Needed to reduce high cost and waste associated with paper-based transactions
- Needed a more efficient workflow to move invoices, insurance filings, purchase orders, and other administrative documents through multiple departments
- Numerous copies were made of the same paper documents by different departments, entered into the City's purchasing software and sent back to the originator where it was copied again
- Productivity was affected at every level in the organization, significantly slowing down the review and approval cycles

### STRATEGY

- Installed eCopy ShareScan® on 16 copiers
- Installed eCopy Desktop™ on 300 employees PCs
- Users scan multiple paper documents directly from the copier to eCopy Desktop where it is combined into a single electronic document
- Utilized eCopy Desktop to highlight, stamp, and make changes to documents

### RESULTS

- Increased productivity and reduced the amount of time to review and approve multiple records
- Streamlined document process across all departments
- Improved review and authorization process for employee medical expenses within Health Insurance Portability and Accountability Act (HIPAA) mandates

- Digital files can be easily combined with supporting documentation making it much easier to re-apply for grants
- Internal Affairs can investigate police misconduct much more efficiently by capturing a variety of paper-based information

### ABOUT OKLAHOMA CITY POLICE DEPARTMENT

Oklahoma City has a daytime population of more than 1.1 million that is served by a dedicated police force of 1029 officers and 259 civilians from one central Headquarters building and sixteen support facilities. The Department is committed to working cooperatively with all segments of the general public and government to provide a safe environment for its citizens and to preserve the peace.

*"eCopy has enabled us to replace manual, labor-intensive, and error-prone processes with a more streamlined workflow. We are continually finding new applications for eCopy in an effort to save taxpayer dollars."*

— Master Sergeant Scott MacKelvie  
Oklahoma City Police Department

### THE DEPARTMENT WAS SEEKING AN EFFICIENT MEANS TO REDUCE THE HIGH COST AND WASTE ASSOCIATED WITH PAPER-BASED TRANSACTIONS...

The Department's Administration Bureau and the Office of the Chief of Police are responsible for managing employment applications, personnel records, invoices, insurance filings, grant applications, and other administrative documents, including purchase orders. In preparing to issue a purchase order, copies were made of vendor cost estimates and any supporting documentation, such as product information, and the purchase order request form was completed. A Division Commander and a Deputy Chief signed the form and then routed it to the Finance Office. The Finance Office would review, sign and file the paperwork after entering the information into the City's purchasing software. City Finance then printed and sent a copy of the actual purchase order back to the Police Finance Office

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where it was again copied. One of these copies was attached to the original file and the other sent to the originator. The purchase order process was just one of the many processes that would benefit from eCopy's capabilities. According to Master Sergeant Scott MacKelvie, "We knew there were a number of other paper-based business processes that would be able to benefit from the adoption of a digital workflow, improving the overall efficiency of the Department."

**THE DEPARTMENT SELECTED ECOPY TO SOLVE ITS PAPER WOES...** ultimately installing ShareScan on 16 copiers and eCopy Desktop on 300 employee PCs. Using eCopy, documents are now scanned from the copier to eCopy Desktop where all of the required purchasing paperwork is compiled into a single electronic document and signed using electronic signature stamps created in eCopy Desktop. With eCopy's audit trails, no additional copies need to be made and purchase order requests are routed through the system much faster. In addition to the purchase order process, the Department quickly found other processes that could benefit from a streamlined process and reduction in paper, including:

- **Union collective bargaining:** Frequent and detailed review is required of these documents for changes that are made during the negotiating process, including pay schedules and other compensation notations. The Department uses eCopy Desktop to highlight changes for review and to reorder pages to bring those that require changes to the front of the document, saving time and potential errors due to reviewer oversight.
- **Review and authorization of employee medical expenses:** In accordance with Health Insurance Portability and Accountability Act (HIPAA) guidelines, original medical invoices are scanned and saved. Employee names and other protected information are redacted, and text is added to the redacted invoice indicating that personal information was redacted for HIPAA compliance. The eCopy Desktop electronic signature stamp is used to indicate when

an invoice is ready for payment. The redacted invoice is processed for payment and becomes part of the city's public record.

- **Grant applications:** Electronic forms are combined with paper-based supporting documentation, notifications of funding, and other dispositions. When the time comes to renew the grant, much of the application information is unchanged from the prior submission, making the reapplication process quick and easy.
- **Internal Affairs:** The investigation of complaints of police misconduct is more efficient by capturing paper-based documentation, including photographs, receipts, etc. that are critical to prove or disprove the allegations. Digital documentation can then be placed in the desired order to build the case for review. Confidential documents can be encrypted and stored in a central repository for secure access, replacing what could often be one to two binders of documents for each case.
- **Implementation of the Department's new Records Management System:** In 2007, the Investigations Bureau will use eCopy extensively. Building a digital case file makes it easier to ensure that critical evidentiary materials are not lost or misplaced. Additionally, Investigators will be able to efficiently transmit case materials to other parties involved in the subsequent judicial action, such as the District Attorney's office.

**BUSINESS PROCESSES WITHIN THE DEPARTMENT HAVE BECOME SIGNIFICANTLY MORE EFFICIENT...** With much of its information now being captured and stored electronically, review and sharing of information is much faster, and there is less likelihood that critical information will be lost or misplaced. Instead of creating multiple binders for internal investigations, complete files can be archived on a single CD. Officers have 24/7 access to files in seconds without leaving their desks, which means they spend much less time shuffling through mounds of paper. "

And," adds MacKelvie, "the Department will benefit from a reduction in costs for printing, copying, postage, offsite storage space, document destruction and the costs of document retrieval as well as a higher job satisfaction among our professional workers." MacKelvie points out that it is not unusual for the Administration and Investigations Bureau to print over 76,000 sheets of paper in a single month. eCopy is changing the Department's business practices and will continue to play an ever expanding role within the Oklahoma City Police Department.

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