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REAL SOLUTIONS - CITY GOVERNMENT
CITY OF NEW HAVEN, CT
Case Study

OnBase
by Hyland

AT A GLANCE

Document Management allows the City of New Haven, CT, The Office of Vital Statistics, to reduce labor, improve customer service and increase security associated with requests for copies of birth and death certificates and marriage licenses.

BENEFITS

- Saves five hours per day fulfilling customers' counter requests
- Preserves the security and integrity of documents
- Prevents fraud and allows more accurate retrieval with additional indexing fields
- Offsets staffing reductions through improved productivity
- Provides better service to their constituents

APPLICATIONS

- Vital Statistics

ONBASE SOFTWARE

- Production Document Imaging
- Document Import Processor

Office of Vital Statistics Has Immediate Access to Over a Million Birth Certificates

The Office of Vital Statistics in the City of New Haven, CT rarely has fewer than 100 constituents at its counter each business day requesting important documents. Though that number has remained steady, budgetary challenges have led to staff reductions. "At one time, we had five clerks in this office," reports New Haven's Registrar of Vital Statistics. "Now we have two clerks, a deputy and me to issue 43,000 certificates annually."

The Office of Vital Statistics maintains the official records of all the births ever to have occurred in New Haven, which is now a city of more than 125,000 people. In addition, they also are the secure guardian of all city death certificates, marriage certificates and burial permits. About 90% of the requests are for birth certificates, and people often request multiple copies. Prior to implementing an OnBase® document imaging and management solution, fulfilling these requests was time consuming, laborious and inconvenient for both citizens and department clerks. The staff would have to go to a secure vault to retrieve massive books in which certificates are organized by date, some going back hundreds of years. Assuming the clerk was given the appropriate information to locate the document, s/he would copy the original certificate, note that a request was made on the back of the document, apply the official seal and present the official copy to the requester who had been waiting in a line for up to an hour during this process.

Not only did they need an easier way to fulfill these requests, but an important issue with birth certificates was to protect against the possibility of the requestor attempting to commit identity fraud. It could be difficult to locate the original paper document if there were uncertainties about a name or birth date, but OnBase allowed them to electronically file the certificate using additional data elements, such as mother's maiden name. They needed a system that would allow them to find the vital documents instantly using other fields to guarantee that they found the correct document, using information that only the actual person would know.

After a bidding process and vendor comparison, New Haven chose Computer SI and OnBase®, an integrated suite of enterprise content management software solutions from Hyland Software, Inc. that includes core capabilities in document imaging, workflow and records management. The solution was proposed, designed and implemented by authorized OnBase® solution provider Computer SI Corporation, based in Norwalk, Ct. In addition to offering a better price, Computer SI had the experience working with other government organizations and their references were impeccable.

Counter Labor Reduced by 5 Hours a Day

Because The State of Connecticut had implemented a system for providing electronic versions of birth certificates and making them available on a statewide system in 2001, there was no need to scan incoming birth certificates. However, there were over a million paper records dating between 1940 and 2001. Computer SI was contracted to scan all of those images; birth, death and marriage certificates, and data enter all the relevant information for each document into the system.

Vital Statistics' staff uses Kodak document scanners to image other new incoming documents. They estimate that each month the office scans an average of 200-250 death certificates, 50-100 marriage licenses and documents like birth certificates that are reissued for legal reasons such as name change or adoption. Indexing includes multiple fields, such as mother's maiden name and suffixes (e.g. Jr., III, etc.), in addition to birth date to facilitate accurate retrieval. New Haven asked Computer SI to configure its system to provide an additional verification screen to ensure that data has been entered precisely.

The time savings realized from implementing OnBase® has had a tremendous impact on the responsiveness and accountability of the Vital Statistics Office. Instead of searching aisles within the vault and thumbing through pages, clerks simply enter index values such as name and/or birth date and retrieve documents. Once located, the document is printed using a custom notary form overlay created by Computer SI. The clerk applies the seal and presents the official copy to the consumer, almost immediately.

The department estimates that the OnBase® solution has reduced the time necessary to respond to requests made at the counter by five hours a day. This allows staff time to keep up with state-mandated duties, 75-100 pieces of mail received each day and other responsibilities as well as deal with out-of-the-ordinary situations that are immeasurably important in the lives of New Haven's constituents.

Although the fireproof vault in which New Haven's original vital statistic documents are stored is very secure, an electronic repository of these documents provides an additional layer of business continuity and disaster recovery because it can be backed up nightly. OnBase® also allows the city to impose strict security privileges to protect sealed or other sensitive documents like adoption records.

The success in Vital Statistics in New Haven using OnBase® increased operational efficiency, reduced costs and improved customer service. With more than 5,000 commercial and governmental organizations using OnBase®, Hyland and its international network of authorized solution providers have expertise in specialized vertical business applications as well as the back office functions required in every organization.

Computer SI provides full life-cycle business and technical consulting to our customers, including county and city governments, healthcare networks and Fortune 500 corporations in industries such as insurance, financial services and media/communications. Organizations can leverage our experience and expertise to effectively manage and service their needs. We implement the latest technologies in business process automation and application design, development and integration, so you can focus on running your business.

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22 High Street, Norwalk, CT 06851
(203) 855-0101 • www.computersi.com