State of Idaho Laserfiche User Group

IDAHO

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• AGENDA

Agenda

- Introductions
- User Group Overview
- Contract
- Laserfiche ECM
- User Presentations
- Q&A

INTRODUCTIONS

ITS

Brigette Teets, Application Hosting Lead
Chris Carlisle, Software Licensing Architect

MCCi

Donny Barstow, CEO/President- MCCi & JustFOIA
Alexis Blue, Enterprise Account Executive
Andre Armstead, Account Executive (local government)
Annie Lloyd, Project Coordinator

Users Presenting

Cassie Lint, Idaho Department of Corrections
Craig Slack, Idaho Department of Health and Welfare

MCCI CONTRACT INFO

The State of Idaho ("the State") seeks to contract with an Enterprise Content Management ("ECM") provider (also "offeror") to be the State Standard, capable of serving a variety of public entities with differing functional requirements.

- The solution should be an off-the-shelf, on-premises solution with hybrid cloud capability.
- All new implementations, replacements for legacy and out of support ECM systems, and replacements of systems where cost effective to standardize will utilize the ECM solution awarded as a result of this solicitation.
- The State desires an effective way to purchase licensing and professional services that include migration of data, creation of workflow automation, training, consulting, business analytics, and requirements gathering.

MCCI CONTRACT INFO

MCCi is happy to announce our **State Contract SBPO020231555** for Enterprise Content Management.

Agencies can benefit from volume-based pricing and implementation services as well as access to other automation technologies.

More information about the contract can be found at https://purchasing.idaho.gov/statewide-category/mcci-llc-sbpo20231555/.

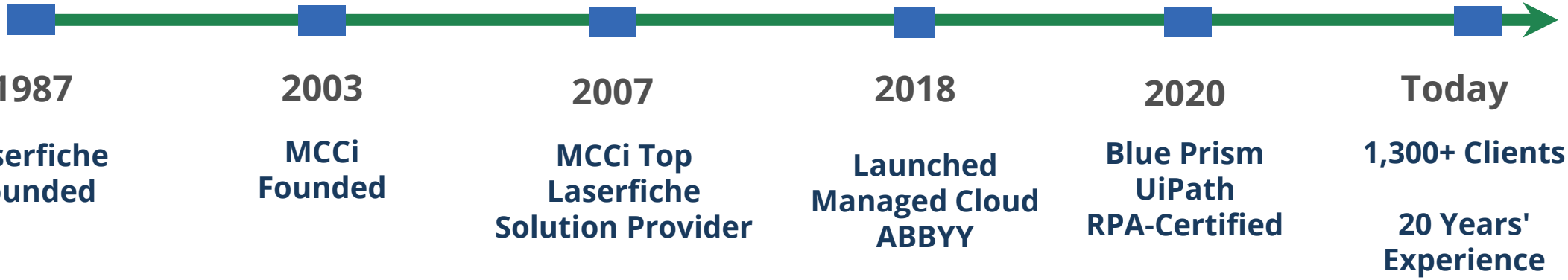
ABOUT OUR COMPANY

MCCi is a business process automation company that accelerates digital transformation by adding intelligence to your processes. As an IT services company with expertise in delivering end-to-end solutions, we provide our clients some of the leading hyperautomation technologies.

OUR STORY

We've Been Around the Block — Nearly 20 Years

We are a leader in government modernization serving more than 1,300 public sector agencies across the nation.



OUR SOLUTIONS

DIGITAL OPERATIONS TOOLBOX

Content Services

Intelligent Document Processing

FOIA Request Management

Robotic Process Automation

Process Automation Mining

ABBYY® blueprism® JustFOIA Laserfiche® OneSpan The Digital Agreements Security Company UiPath™ mcci

CURRENT USERS

IDAHO DEPARTMENT OF WATER RESOURCES

IDAHO STATE POLICE

IDAHO DEPARTMENT OF CORRECTION

IDAHO DEPARTMENT OF HEALTH & WELFARE

ISB IDAHO STATE BAR

OFFICE OF ATTORNEY GENERAL

REAL ESTATE COMMISSION

PUBLIC UTILITIES COMMISSION

DEPARTMENT OF ADMINISTRATION

STATE DIVISION OF PURCHASING

100+ Local Government/K-12 Agencies

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LASERFICHE OVERVIEW

Laserfiche pioneered the paperless office with enterprise content management more than 30 years ago and evolved to be the leading global solution for intelligent content management and business process automation.

- A global community of leaders and evangelists
- 5 Million users & 9,000+ organizations in every industry, including government, education, financial services and manufacturing
- Focused resources for product advancement and market development
- Robust community program for on-going user training and education

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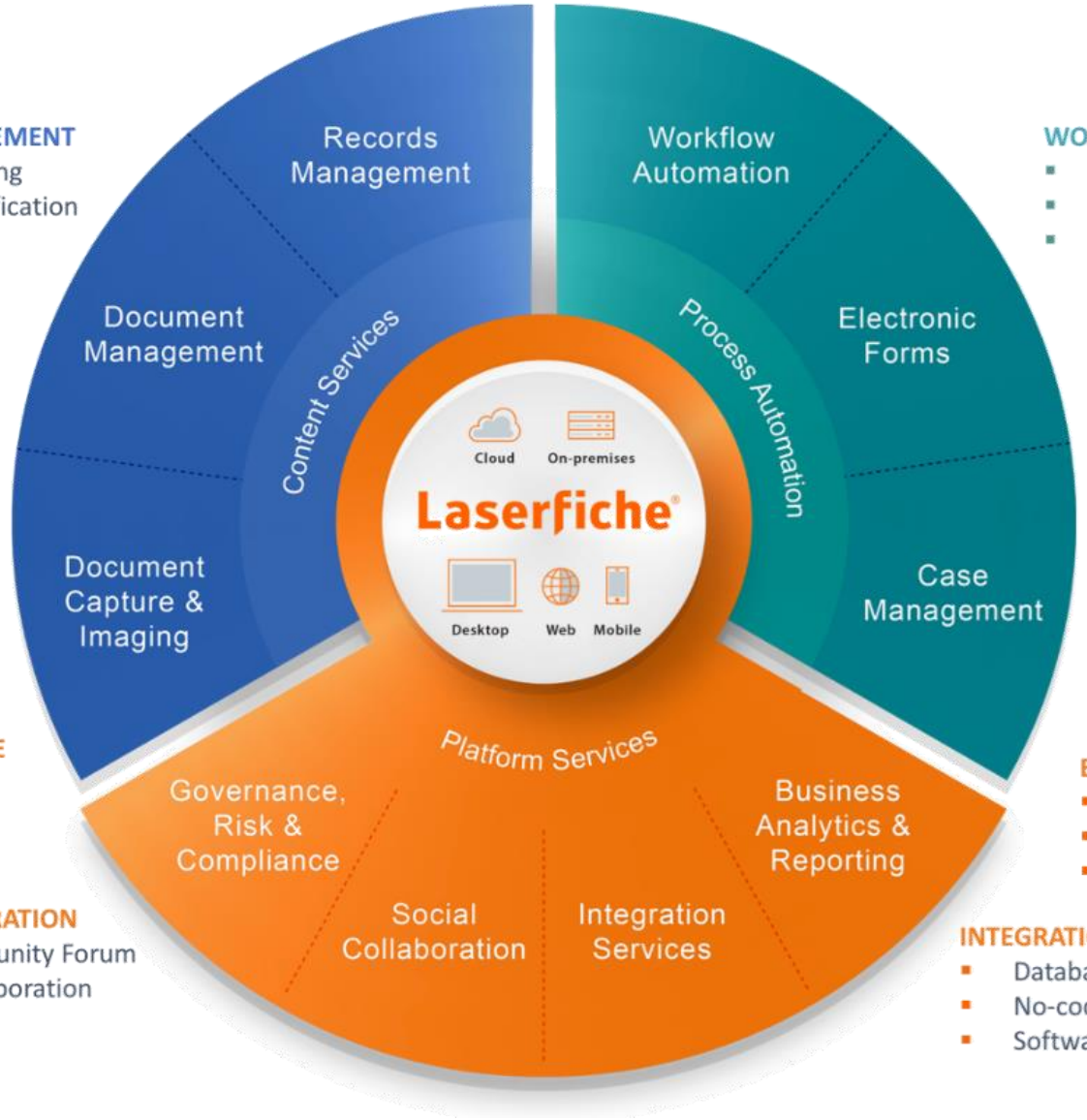
CONTENT SERVICES



RECORDS MANAGEMENT
- Records Tracking
- Records Classification

DOCUMENT MANAGEMENT
- Repository Management
- Library Services
- Search and Retrieval
- Annotations

DOCUMENT CAPTURE & IMAGING
- Multi-source Capture
- Image Enhancements
- Document Classification
- OCR and Data Extraction

GOVERNANCE, RISK & COMPLIANCE
- DoD-and VERS-compliance
- Audit Trail Services
- User Security Administration

SOCIAL COLLABORATION
- Online Community Forum
- Content Collaboration

WORKFLOW AUTOMATION
- Graphical Designer
- Built-in-Activities
- Process History

ELECTRONIC FORMS
- Forms Designer
- Pre-built Templates
- Offline Forms

CASE MANAGEMENT
- Task Management
- Adaptive Case Handling
- Role-based Views

BUSINESS ANALYTICS & REPORTING
- Reporting Dashboards
- Customizable Reports and Charts
- Predictive Analytics

INTEGRATION SERVICES
- Database Lookups
- No-code Integration Tools
- Software Development Kit

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DEMO

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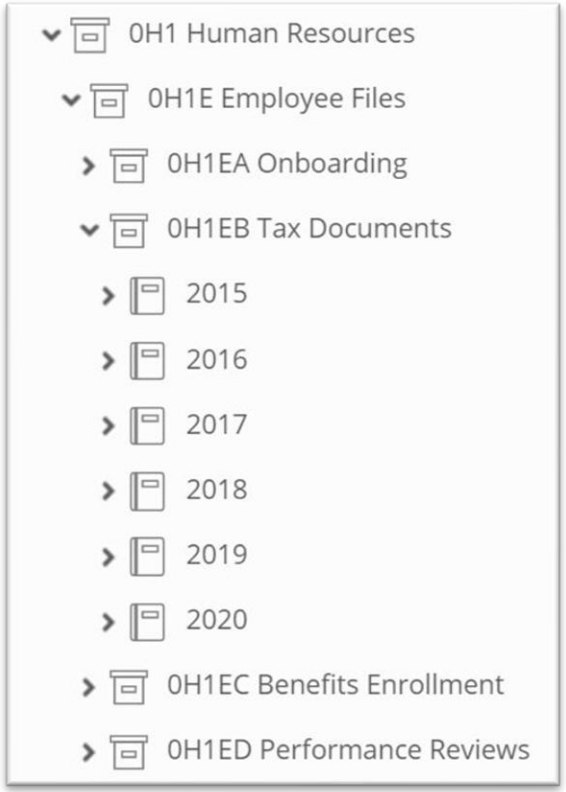
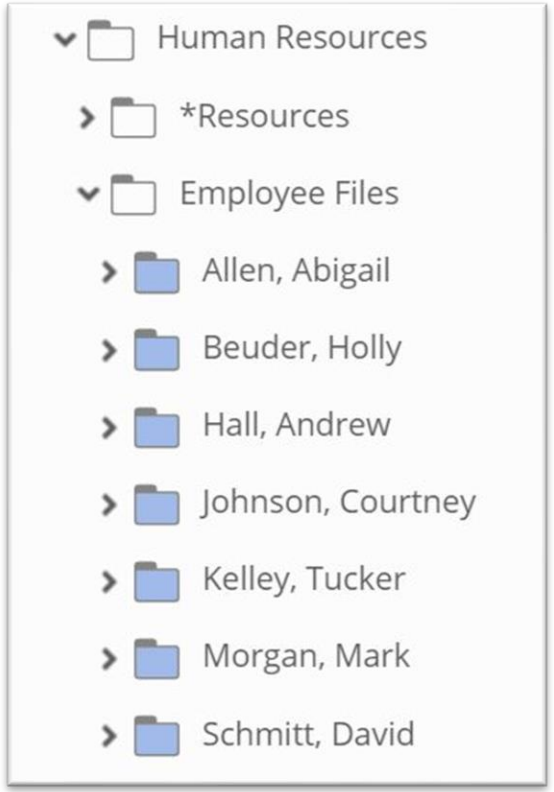
RECORDS MANAGEMENT





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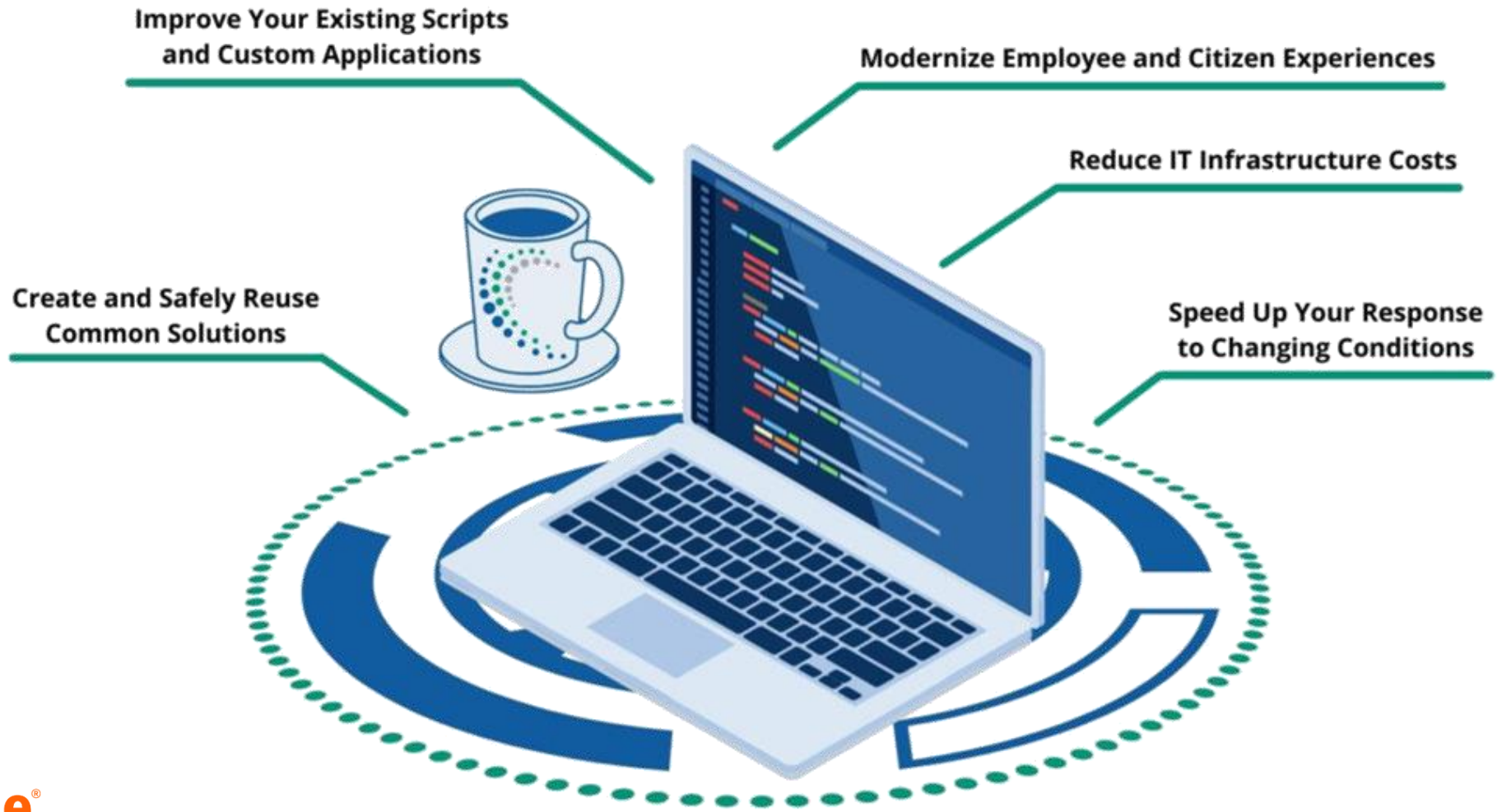
NO CODE LOW CODE PLATFORM



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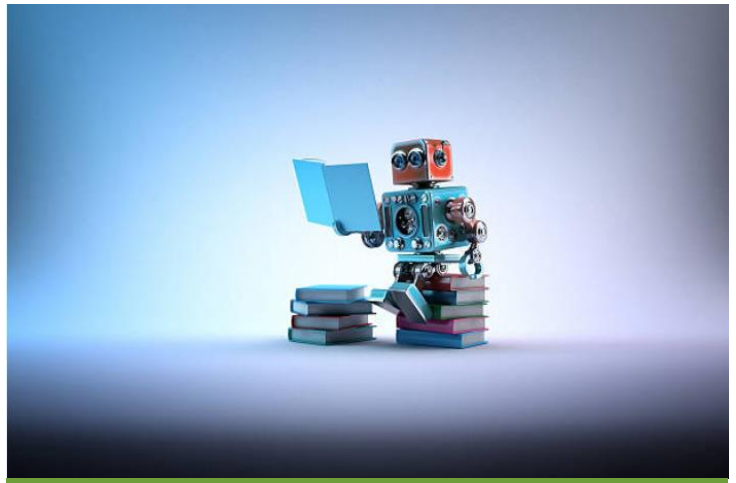
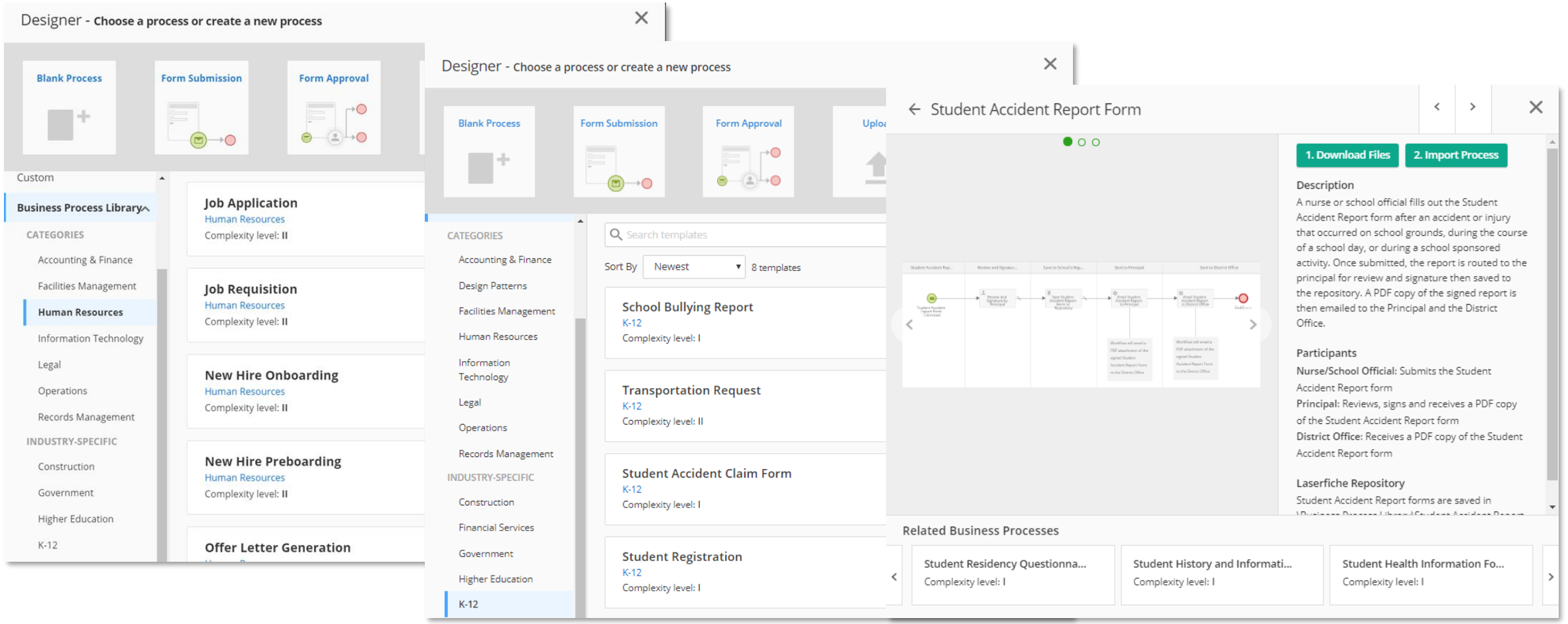
POPULAR PROCESS EXAMPLES



AUTOMATE

Contract Management
Accounts Payable
Records Management
Human Resources
Filing Process
System Integrations
Citizen & Customer Forms
Internal Approvals
Applications

LASERFICHE SOLUTION MARKETPLACE



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SOLUTION INTEGRATIONS

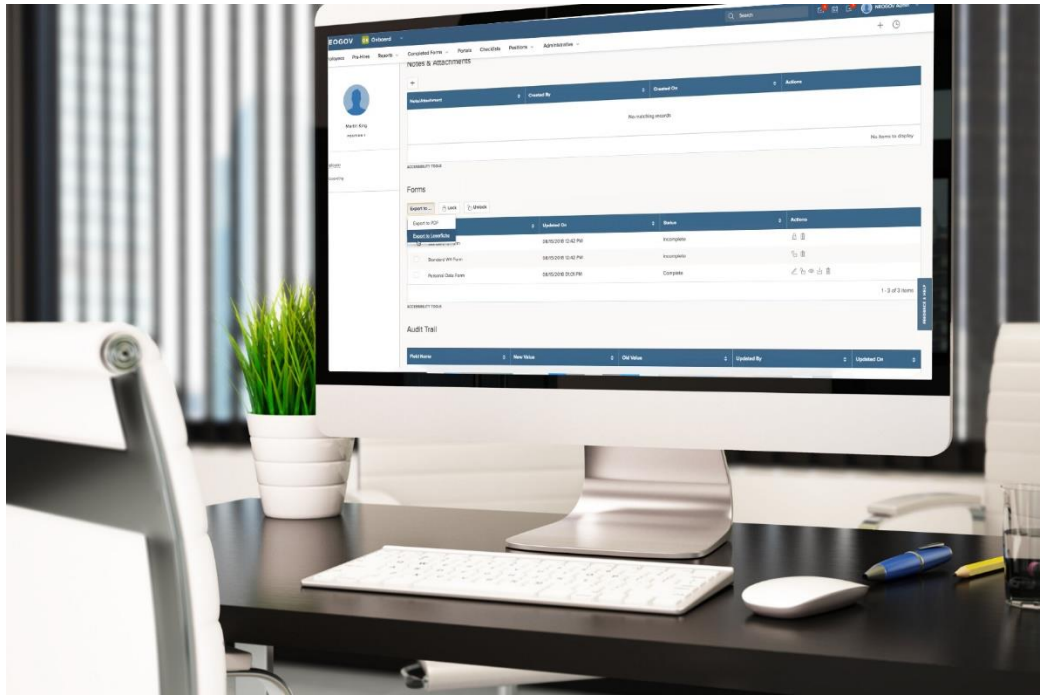
Database look-up, updates, and validations between your main of line business systems.

TECHNOLOGY OPTIONS

- WORKFLOW
- LASERFICHE CONNECTOR
- ROBOTIC PROCESS AUTOMATION
- THIRD-PARTY CONNECTORS
- PARTNER INTEGRATIONS

COMMON INTEGRATIONS

- ACCELA
- ARCGIS
- BRAZOS E-CITATIONS
- BS&A
- EDEN
- ENERGOV
- ESRI
- GEMS
- GRANICUS
- GREAT PLAINS
- INCODE
- LAWSON
- MUNIS
- NEOGOV
- SHAREPOINT



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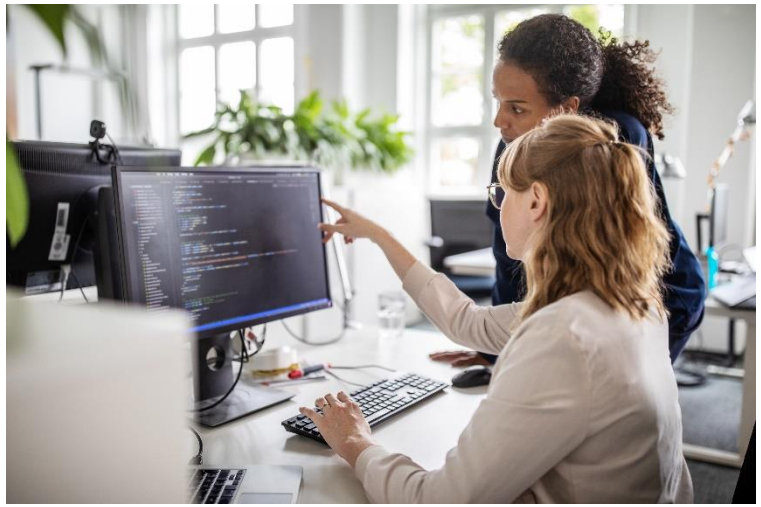
MIGRATION EXPERIENCE

We have performed over 500 migrations….



Systems we have migrated:

- Accela
- Alchemy
- Application Extender/AppXtender
- CSV
- Documentum
- Docuserv
- Docushare
- Docuware
- EDMS
- Edocs
- Enterprise
- ETFile
- Filenet
- Fortis
- Halfile
- HP Content Manager
- Hummingbird
- IBM AS400
- IBM Jukebox
- ImageNow
- Invize
- M-Files
- NetDMS
- OceDirect
- OnBase
- OpenText
- Optiview
- PaperVision
- PC Docs
- Questys
- Sire
- SoftDocs
- System
- VisiFlow
- Winocular

ACCESS IDAHO INTEGRATION

Instant Redirect Forms: Post Laserfiche Form Data to CCP API for Payment

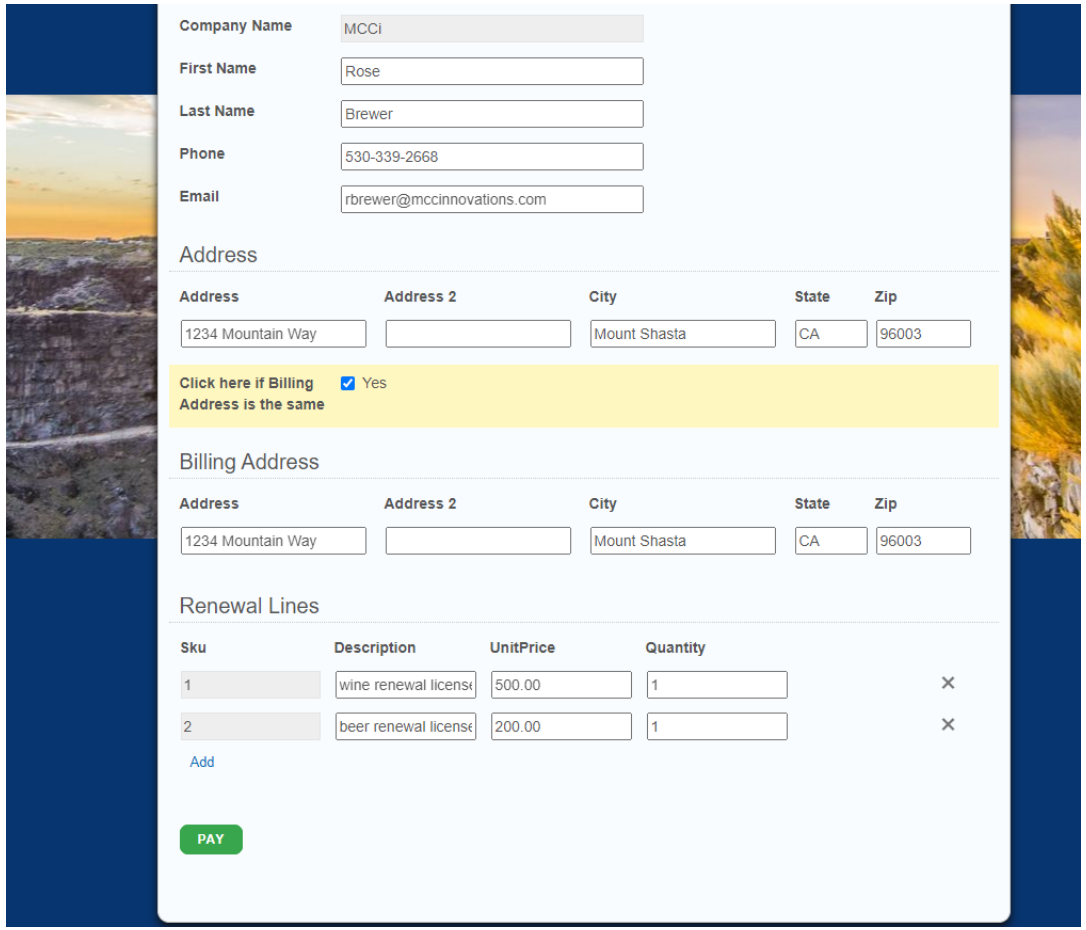
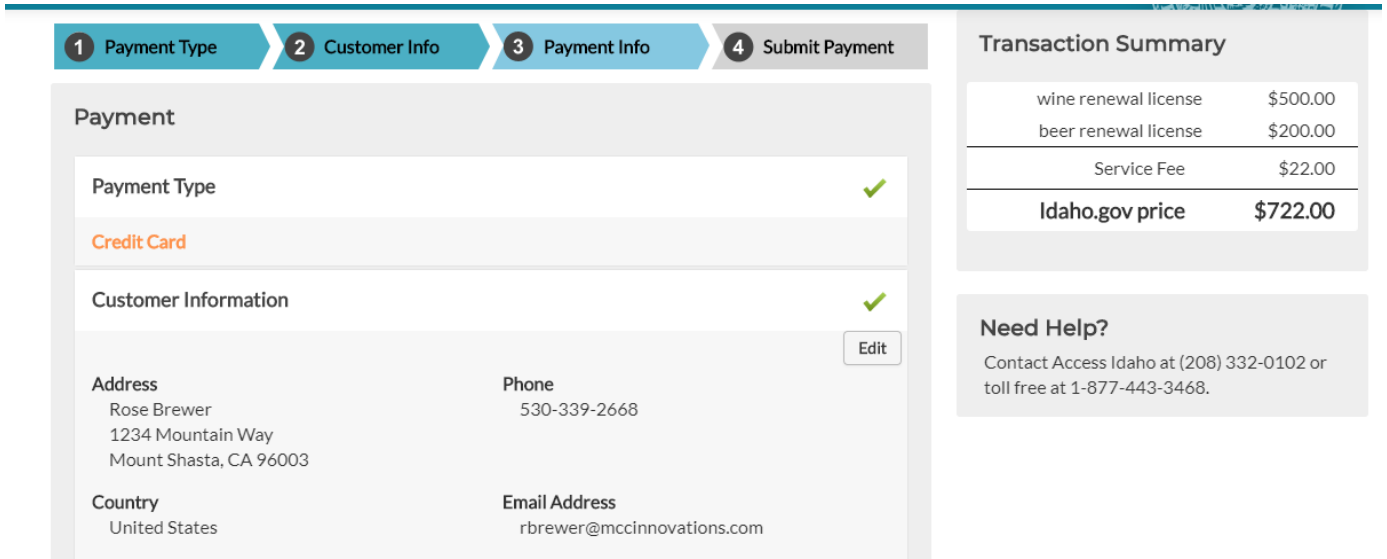


Figure 1: Laserfiche Forms Example with Services



All credit card information is handled through NIC Common Checkout Pages, which is a **PCI compliant payment portal.

Cassie Lint, Project Manager

ABOUT IDOC

2015: Laserfiche Empire Established

2018: Laserfiche Run Smarter® Award

2019: Upgraded to RIO

Current:
80+ Active Forms
200+ Workflows
6 Repositories

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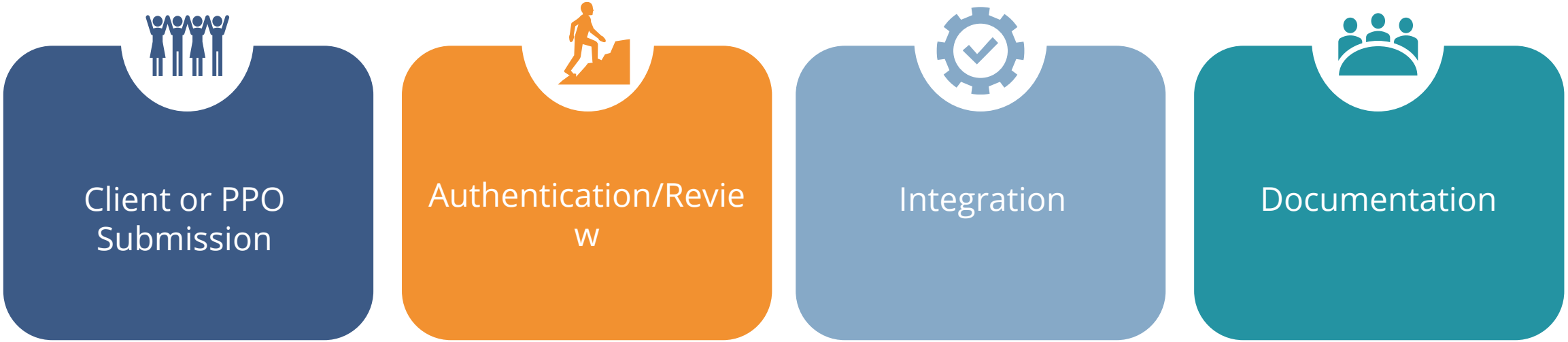
USE CASE – Client Travel Request



DEMO

Client vs PPO

IDAHO DEPARTMENT OF CORRECTION

(208) 658-2000

IMAGE NOT AVAILABLE

IDOC #:

Name:

Address of Record

Travel Information

Permission to travel granted by: Lint, Cassie

Supervised by:

Destination:

Purpose of trip:

Leave Date:

Travel Method:

Return Date:

Destination Address:

Destination Phone:

Accompanied By:

Name

Relationship

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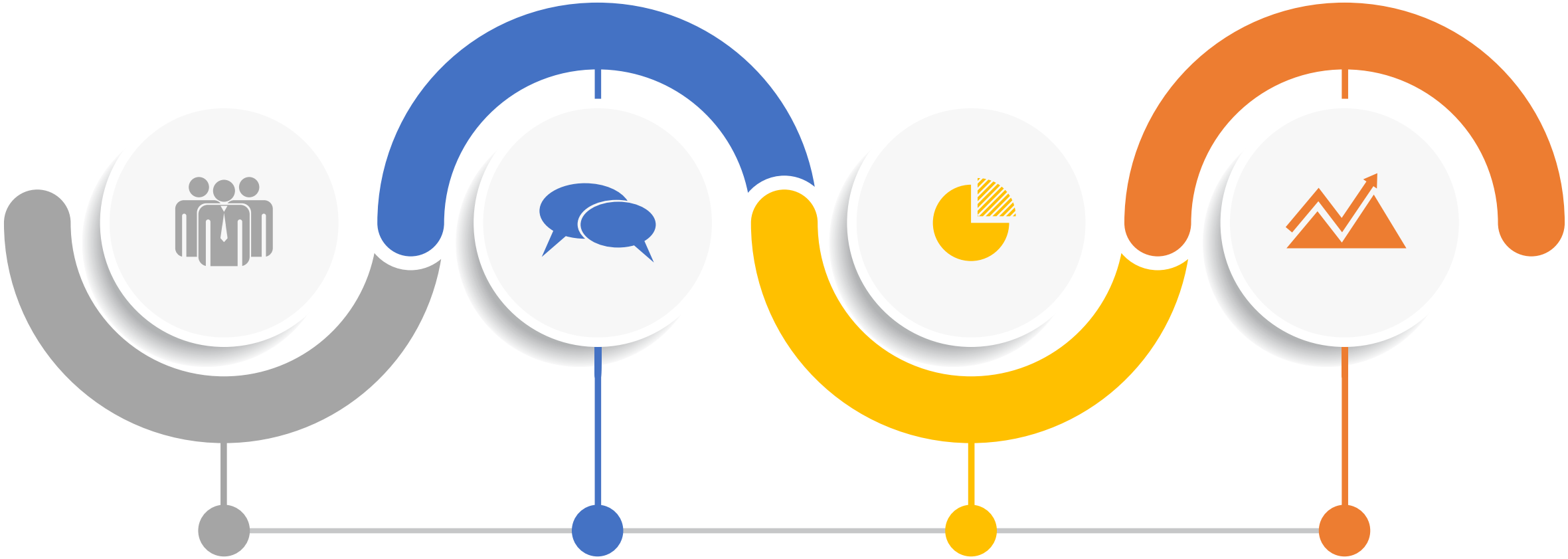
USE CASE – Background Investigation



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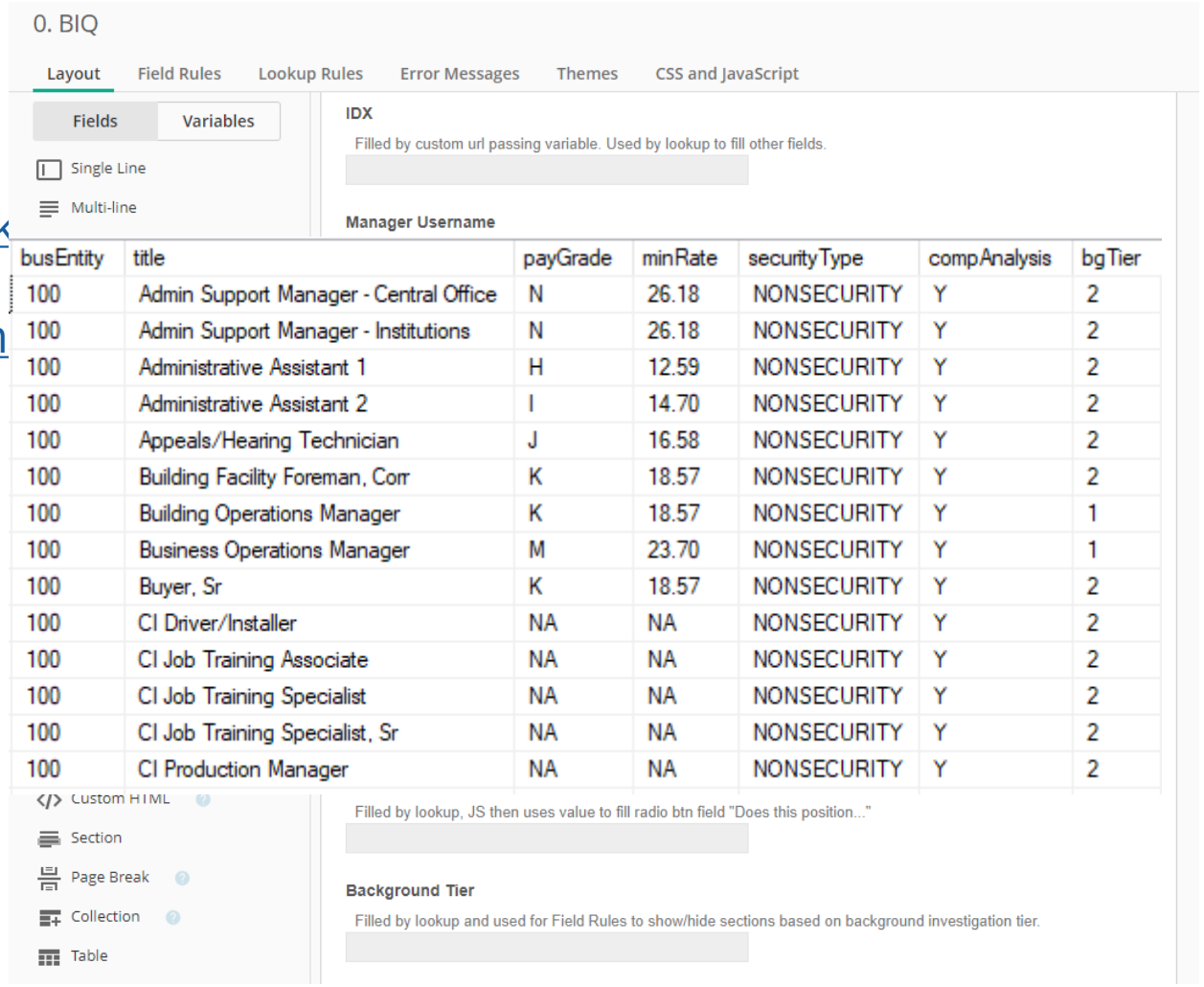
Request Applicant Submit Back
Background Questionnaire
Criminal Records Check Summ
Change Hiring Decision
Personnel Action Request



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HEALTH & WELFARE

Craig Slack,

INTRO TO INTELLIGENT AUTOMATION

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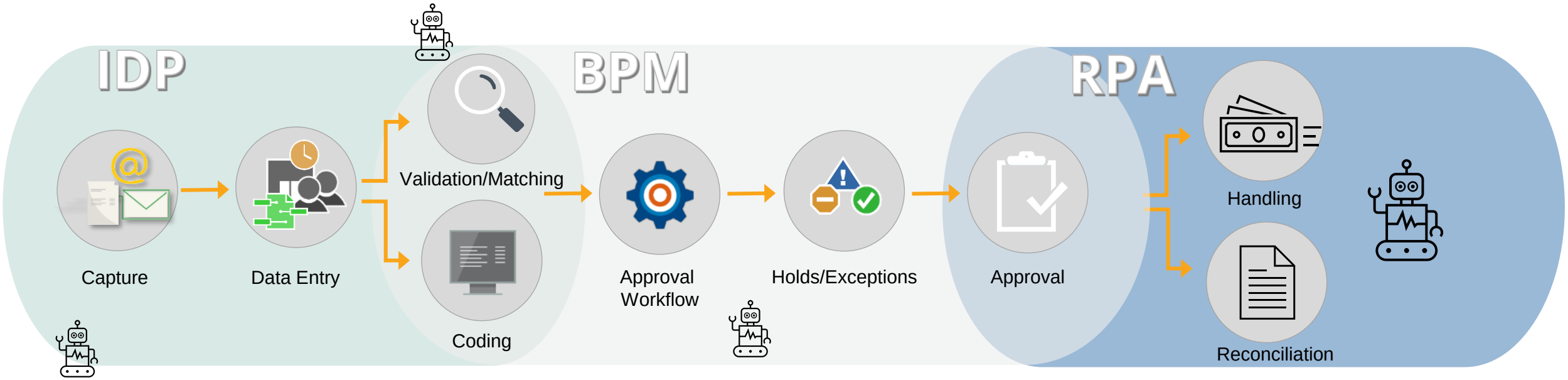
INTELLIGENT AUTOMATION

These can be implemented all together or just certain pieces into your process.



TYPES OF DATA

Structured Data

Often numbers or labels, stored in a structured framework of columns and rows relating to pre-set parameters.

- ID CODES IN DATABASES
- NUMERICAL DATA GOOGLE SHEETS
- STAR RATINGS

Semi-unstructured Data

Loosely organized into categories using meta tags

- EMAILS BY INBOX, SENT, DRAFT
- TWEETS ORGANIZED BY HASHTAGS
- FOLDERS ORGANIZED BY TOPIC

Unstructured Data

Text-heavy information that's not organized in a clearly defined framework or model.

- MEDIA POSTS, EMAILS, ONLINE REVIEWS
- VIDEOS, IMAGES
- SPEECH, SOUNDS

WHAT IS INTELLIGENT DOCUMENT CAPTURE

Intelligent Document Processing Steps

Step One
Document Capture

Step Two
Image Processing

Step Three
Automated Integration

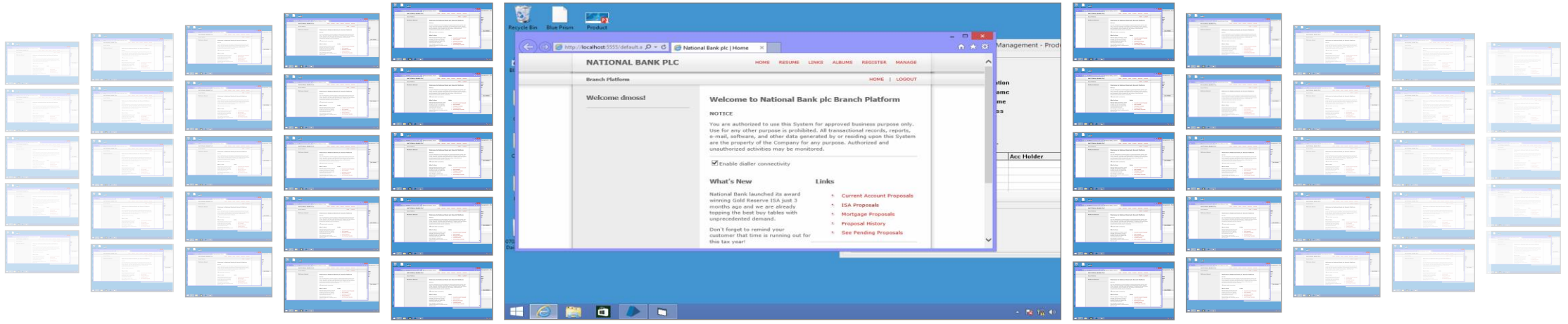
Step Four
Natural Language Processing

Step Five
Data Classification

Step Six
Data Validation

Step Seven
Integration

DIGITAL WORKERS



Automation for Anything

- Access the front-end UI layer
- Work with virtually any application
- Infinitely scalable / extensible

Automation for anyone

- Visio / Excel-like development
- Intuitive maintenance / improvement
- Flexible management

TYPES OF PROCESSES FOR AUTOMATION

Robotic opportunities are defined with an assessment across existing processes. The criteria for robotics processes:

High Volume

High volume processes
Fluctuation in demand
Fluctuation in backlog

Repetitive

Repetitive processes
Clerical processes
Manual batches

Manually Intensive

Rekeying data
Data entry
Frequent user errors from re-keying

Multiple Legacy Systems

Swivel chair processes
Manual integration
Data capture from multiple sources
Keying data in and out of legacy systems

Logic & Rule Based processes

Low reasoning
Low abstraction
No extra knowledge
No judgement required

High FTE Effort

High FTEs engagement
Data handled by users

TYPES OF TASKS FOR AUTOMATION

- Copy and paste data
- Make calculations
- Follow if/then decisions and rules
- Move files and folders
- Open, digest, and send emails (including attachments)
- Extract data from or modify documents and spreadsheets
- Read and write databases
- Log into and operate web apps
- Connect to web APIs
- Send text messages and IMs

RPA USE CASES

Pandemic Unemployment

RoI: **130k hours saving**

Service: **15 mins to 1½ mins**

Food Stamps

RoI: **1,000 lives everyday**

Service: **35 mins to 5 mins**

Virtual Agent

RoI: **$5.4M saved**

Service: **4.83M bot only trans.**

OAG Requests

RoI: **1,000's labor hours**

Service: **80% bot handled**

TEXAS ERS

No	Process Name	Description	Frequency	Volume	No of staff supporting the tasks	No of current steps in the process	Applications & Versions
1	Alternative Investments Reconciliation	Four-way reconciliation of quarterly statements from GP to ending NAV, remaining commitments, and transaction details related to funds	Quarterly	~300 quarterly, 20-30 monthly	4	200+ for one fund	Access 2013, 2016 Crystal Reports 2013 BNYM Nexen (ext webapp) Burgiss Private I 5.9.2.1 (ext webapp) Adobe Acrobat Pro 2017 SharePoint 2016 Outlook Excel
2	General Ledger Reconciliation – Appropriations	Reconciliation of various journal vouchers against General Ledger (PSFT Financials).	Daily, weekly, monthly	20-25 daily	5 – daily; 3 weekly	50-100 for one appropriation	Crystal Reports 2013 PeopleTools 8.4.9 USAS (ext webapp) SharePoint 2016 Excel Outlook
3	Insurance Vendor Admin Payments Process	Process XBA reports and vouchers to pay insurance vendor administrative payments.	Monthly	12 vouchers monthly	4	<50 per vendor	PeopleSoft 9.0 - ERS online USAS
4	Insurance Payment Vouchers for insurance claims	Process vouchers to pay claims from various insurance vendors.	Daily, weekly, bi-weekly and monthly	16 total	3	<50 per claim	Vendor websites USAS Outlook

DEMO EXAMPLES

PROFESSIONAL SERVICES AVAILABLE

Solutions Architects | Account Executives

Account Managers

Business Analysts | System Engineers

Project Managers | Training Specialists

Application Analysts | Support Technicians

Professional Services or Augment Your Staff

- ✓ Assessments
- ✓ Consulting
- ✓ Process Analysis
- ✓ Configurations
- ✓ Integration
- ✓ Data Migration
- ✓ Project Management
- ✓ Training
- ✓ Support

slido

What would you like to learn more about next time regarding Laserfiche?

ⓘ Start presenting to display the poll results on this slide.

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If not listed, please add what you would like to learn more about

ⓘ Start presenting to display the poll results on this slide.

NEXT STEPS

Schedule Consultation
https://calendly.com/ablue-mcci/30min

Contact Us
Alexis Blue
ablue@mccinnovations.com
850-701-0725 x 1656

Idaho State Contract Details
(Existing Users or Agencies looking to learn more)
https://purchasing.idaho.gov/statewide-category/mcci-llc-sbpo20231555/