

## THE OFFICE OF THE PIERCE COUNTY ASSESSOR-TREASURER FINDS IMMEDIATE RETURN ON A NEW DOCUMENT MANAGEMENT SYSTEM

(OLYMPIA, WA, August 06, 2007) ImageSource, a leading provider of content management solutions and professional services, announces the implementation of a core document management system at the Pierce County Assessor-Treasurer's Office which is showing immediate results. Property transfer processing times are now completed in one day as opposed to one week in the old, manual process. Significant savings are also being realized in storage and copying costs as well as manual labor.

The Assessor-Treasurer's Office is responsible for administering taxes and conducting appraisals for approximately 300,000 accounts. Documentation of the business processes requires the creation and retention of hundreds of thousands of records. In the past, records were manually routed and existed in varying sizes of hard copy and electronic formats.

Pierce County partnered with ImageSource to develop an automated workflow system. The new Doc-Man system reduces paper handling and manual routing, eliminates errors and speeds processing for the multitude of required documents and forms. By leveraging the ImageSource ILINX solutions, more than 4,500 Excise Tax Affidavits have been placed into the workflow system in the first six weeks. The packages are now routed the same day, in what would have taken one week in the paper process. ILINX maximizes the functionality of the system connecting Kofax Ascent Capture and Oracle|Stellent Imaging and Process Management.

Critical to the success of this project was the paper back-file scanning project that took place prior to going live with their new system. ImageSource scanned more than 1.1 million pages of Pierce County's paper and was able to provide high quality digital versions of paper documents and the associated index values. Having this data available in the new Document Management System, enables Assessor-Treasurer staff to immediately access information from their workstations, saving time and money.

Going to digital copies eliminates the need for file cabinets and has saved an enormous amount of space otherwise used for files. The county now utilizes the areas for office space and a centralized scanning area.

"Our number one goal is to improve the quality of service for the citizens of Pierce County. We believe this new document management system will help us achieve that goal," said Ken Madsen, Pierce County Assessor-Treasurer. "By making our document workflow processes electronic, we have streamlined our organization, moving us one step closer to a paperless office and maximizing the efficiencies of our computer systems."

**About ImageSource**

ImageSource, Inc. is a leading provider of Enterprise Content Management solutions and integration services. ImageSource prides itself on delivering superior solutions and results to our Customer Partners. Using our Total Lifecycle Solutions approach we deploy only the very best technology products for our customers. For more information please visit our website at [www.imagesourceinc.com](http://www.imagesourceinc.com).

**About Pierce County**

Pierce County is the second most populous county in the state of Washington with a population of over 750,000. It is one of the most livable communities in the nation filled with natural beauty, a skilled workforce and a growing economy. Pierce County is located on the southwestern end of Puget Sound and residents enjoy the beautiful waters of the Sound as well as the breath-taking views of Mount Rainier. The Assessor-Treasurer's Office is an administrative department of Pierce County, governed by the laws of the State of Washington. The Assessor-Treasurer is elected by the voters of the county. [www.co.pierce.wa.us](http://www.co.pierce.wa.us).