

ImageSource and Customer Partner City of Kennewick  
Win National AIIM 2009 Best Practices Award

**OLYMPIA, WA, April 7, 2009** — ImageSource, a leading provider of content management solutions and professional services, announced today that they, along with Customer Partner, the City of Kennewick, have received the AIIM 2009 Carl E. Nelson Best Practices Award. The City of Kennewick and ImageSource collaborated to automate their agenda management and payroll processes on an ECM platform that will eventually deliver information management efficiencies across multiple departments throughout the municipality.

Winners in the Medium Company Category, ImageSource and Kennewick were formally recognized by AIIM's President, John Mancini, at the annual awards celebration on Tuesday, March 31, 2009, at the Union League in Philadelphia. The winners of the award were selected by the Professional Members of AIIM whose vote determined the recipients of the prominent award.

The Carl E. Nelson Best Practices Award recognizes excellence in the enterprise content management (ECM) field. This award is a unique and exciting way for end user organizations to share their ECM project implementation success with their peers, and for ECM suppliers to showcase the ROI that their solutions can achieve. The term "Best Practices" denotes a standard of excellence that has been achieved within an organization, and refers to a process that can be quantified, adapted and repeated.

"We congratulate Kennewick on this prestigious award and their incredible achievements through enterprise content management," said Terry Sutherland,, Chief Executive Officer, ImageSource, Inc. "They are a great example of how integrating multiple systems within an organization can improve business processes and streamline efficiencies."

The award winning implementation at the City of Kennewick provides a comprehensive system for a variety of business processes. It supplies workflows for the routing, review, approval and distribution of City Council agenda documentation and enterprise repository document storage. Electronic LiquidOffice time cards have been implemented for streamlining the submission of information by employees and payroll processing. Additionally, ImageSource's ILINX Manual Indexing Tool was integrated to enable the successful contribution of all content to the City's Oracle repository through intuitive indexing and validation.

Through the shift to an electronic environment, Kennewick's City Clerk's office and the payroll department have realized significant improvements in efficiency. The seamless integration of technologies—Kofax, Oracle, ILINX and Cardiff—has streamlined multiple processes. The new systems have contributed to the City's existing levels of service, despite the reduction of seven full-time employees in the current biennium. The City's new technologies and ensuing processes have the potential to save Kennewick nearly one million-dollars in storage costs over the next five years.

"We are very excited to receive this prestigious award from AIIM," said Christina Palmer, Assistant Director, Support Services, City of Kennewick. "The ultimate benefit of the solution has been the streamlining of our agenda management process and payroll processing along with providing City staff the ability to retrieve files and share data. Electronic information has become an integral part of our daily operations; new efficiencies are being realized every day."

To read more about the Kennewick solution go to:

<http://www.imagesourceinc.com/CustomerSuccess/CasebyCase/index.htm>

#### **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 Kennewick**

The City of Kennewick is located in southeastern Washington in the heart of the award winning Washington State wine producing region, on the banks of the mighty Columbia River. With a total population of approximately 65,000, it is the most populous of the three cities collectively referred to as the Tri-Cities (the others being Pasco and Richland). [www.ci.kennewick.wa.us](http://www.ci.kennewick.wa.us)