

## The City of Richland's ECM Technology Initiative Earns Prestigious Place on the 2009 InfoWorld 100 Awards List

**(Richland, WA, November 30, 2009)** – ImageSource, a leading provider of content management solutions and professional services, announces their Customer Partner, the City of Richland, was selected as an IDG's InfoWorld 100 Awards recipient.

Companies around the world rely on technology to enable and enhance their business operations and deliver on their business strategies. Each year, the InfoWorld 100 Awards recognize the 100 most innovative uses of IT initiatives to further business goals.

"This year's recipients of InfoWorld's highest honor are shining examples of IT projects undertaken by tech leaders committed to pushing their organizations forward," shares Jason Snyder, Features Editor, InfoWorld.

Richland recently put into operation a comprehensive, enterprise platform that provides content management efficiencies city-wide. The solution, chosen for excellence and quality in the work environment, incorporates best-in-breed ECM technologies, including ILINX Capture for imaging, Cardiff LiquidOffice for forms processing and workflow, Oracle IPM for their repository, VMware for storage, and the ILINX product suite to provide essential connections between the various ECM software.

Working with the ImageSource team of professionals to develop a methodical and detailed workflow, Richland now processes all City Council agenda requests, documentation, approvals and distribution through digital information management. ImageSource worked collaboratively with the City to develop a process that addresses state requirements on records retention, streamlines public disclosure requests, improves technological efficiencies, reduces labor requirements around agenda management and adheres to best business practices.

"Technology is rapidly changing how cities in Washington can gain efficiencies, improve processes, network and share information. Our objective is to make Richland a leader in information management and to capture the benefits it will bring to the city and its constituents," said Jon Amundson, Assistant City Manager, City of Richland.

The second-phase of the initiative calls for expansion to Purchasing and Requisition. The ECM technology will integrate with the existing GEMS purchasing system through the use of ILINX Integrate to image-enable requisitions and invoices. Richland also plans to expand into contracts management and to utilize the benefits of the system for external public interface.

"By maximizing the use of technology, Richland is improving the quality of information it has available for constituents, everyone involved in the City Council Agenda process, and all City workers," said Terry Sutherland, CEO, ImageSource. "They are ambitious, innovative and effective when it comes to tapping the full potential of today's technology and integrating it into their business processes. I'd like to congratulate them on earning this prestigious award."

### **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 Richland**

The City of Richland is located in southeastern Washington with a population of approximately 45,000. Richland is a progressive, safe and family-friendly community that welcomes diversity. It is noted for excellence in technology, medicine, education, recreation, tourism, and citizen participation. This dynamic city, situated on two rivers, actively supports opportunities for economic development that are in harmony with the area's unique natural resources. For more information please visit [www.ci.richland.wa.us](http://www.ci.richland.wa.us)

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