Police department updates records system with ILINX Software as a Service.

SUCCESS STORY / EGOVERNMENT / TRANSACTION MANAGEMENT

Redmond WASHINGTON

Strategic Initiative

With their on-premises content system no longer supported, the City of Redmond Police Department needed a fast solution for maintaining, accessing, and sharing reports and records. The new system needed to integrate with Spillman case management software, guarantee document-level security and user access, and meet the compliance standards of the FBI's Criminal Justice Information System (CJIS).

Solution Plan

Following an ECMecosystem™ analysis which documented current workflows and identified desired improvements, city officials chose to migrate content to a cloud-based ILINX Software as a Service (SaaS) configuration. The solution leveraged ILINX Capture, ILINX Release and ILINX Content Store in a secure Microsoft Azure Government cloud infrastructure.

Investment Return

The city and ImageSource seamlessly migrated content to the ILINX SaaS solution using a test environment to correct issues in real time. The solution quickly delivered cost savings by eliminating page count fees and reducing maintenance costs and labor hours. At the height of the 2020 pandemic, it allowed city staff to maintain records remotely, ensuring CJIS compliance while keeping employees safe from COVID-19.

ILINX CAPTURE AND INTELLIGENT WORKFLOW

This foundational workflow automation module lets you capture data quickly and easily from any source and any device. With no page-count licensing, capturing and utilizing data is fast and cost-effective.

ILINX CONTENT STORE

An intuitive, web-based repository for content storage, access, and management from any device. Centralized administration for faster deployment and robust content management.

ILINX™

Process innovation made easy.

ImageSource makes process innovation easy through advanced solutions built on ILINX, the world's most flexible process-improvement platform, delivered by a team of experts committed to customer-partner success.