City police plans records system overhaul with ECMecosystem engagement.

SUCCESS STORY / EGOVERNMENT / BUSINESS INTELLIGENCE

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 police 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

ImageSource conducted an ECMecosystem™ analysis to document current workflows and identify desired improvements – including costs and labor-hour projections. The ECMecosystem engagement resulted in a clear migration plan for the City of Redmond to follow. Based on the analysis, officials made an informed budget and resource decision to migrate criminal justice records to a cloud-based Software as a Service solution.

Investment Return

"The ImageSource ECMecosystem process helped us understand our needs fully, and gave us confidence in ImageSource and their ability to deploy the right solution for the City of Redmond," said Dan Werr, Senior Systems Analyst and COR Project Manager.

ECMECOSYSTEM®

A trademarked methodology takes an organization through a step-by-step process to create a workable, living blueprint for technical projects. We document current state workflows and processes and deliver plans for future state digital transformation and business process automation.

PROFESSIONAL SERVICES

Our expert teams use proven methodologies to provide guidance and implementation tailored to your needs that deliver tangible results.

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.