



# Tarrant County, Texas

## Streamlining Local Government

**T**arrant County, Texas chose ViewDirect® TCM to integrate and streamline records management and other mission-critical applications. The implementation has dramatically improved departmental productivity and customer service and has saved the County approximately \$3.27 million over four years. Today, ViewDirect TCM is integrated with a financial system from SAP and touches almost every aspect of daily life in Tarrant County government.

Located in north central Texas with a history richly steeped in the old American West, Tarrant County is one of the fastest growing urban counties in the United States. Its major city, Fort Worth, serves as the county seat to a growing region of 1.4 million citizens and a thriving economy that includes cattle and agriculture as well as manufacturing, electronics retailers, numerous universities and major defense contractors.

### AN ARCHITECTURAL FRAMEWORK FOR INFORMATION LIFECYCLE MANAGEMENT

Many local governments face the challenge of striving to operate efficiently and be responsive to constituents. Tarrant County, a forward-looking organization, understood the strategic benefits of automating, integrating and streamlining access to vast amounts of county records and disparate content. "To find a records management system that would meet our current and future needs, it was necessary to select a solution that could operate on existing County networks," said Larry Vick, records management officer for Tarrant County. "It also needed to be highly scalable, platform- and media-independent and able to provide online viewing of any record, especially scanned images of many types. The ViewDirect TCM solution from Mobius was the answer."

The ViewDirect TCM repository, the foundation of the ViewDirect TCM suite for total content management, captures, indexes, stores, transforms and publishes any content from any application. ViewDirect TCM provides Tarrant County with an architectural framework that allows end users to archive and access records in many formats—text, scanned images, audio and video—while securing those records in accordance with departmental requirements for lifecycle management and retention.



### AT A GLANCE



#### HEADQUARTERS

- ▶ Tarrant County, Texas

#### INDUSTRY

- ▶ Local government

#### PROFILE

- ▶ One of the fastest-growing urban counties in the U.S., with thousands of employees in 40 departments.

#### SOLUTION SUMMARY

- ▶ Highly scalable, platform- and media-independent repository
- ▶ Online viewing of any record, including scanned images
- ▶ Integration with SAP R/3 and SAP workflow

#### BENEFITS

- ▶ Streamlined departmental processes
- ▶ Fast, easy access to disparate content
- ▶ Improved responsiveness to constituents
- ▶ Scalability to handle current and future needs.

# Customer Success: Tarrant County

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## INTEGRATION WITH SAP R/3

Integration of the ViewDirect TCM repository and SAP R/3 streamlines filing procedures by enabling scanned vendor invoices to be stored digitally just once and eliminating the need for multiple paper copies to be stored in multiple offices across the county. Storing scanned invoices in the central repository makes them easily available for subsequent needs and facilitates the approval process. Using SAP workflow capabilities, users can attach notes indicating approval directly to the stored image, eliminating the need to shuffle paper copies between offices and also eliminating the complexity of getting the signed copy filed in the right paper file. "This has been an exciting opportunity for us to streamline our process and provide easy accessibility to original documents after the fact," said Ron Bertel, CPA, first assistant county auditor for Tarrant County.

## STREAMLINING OPERATIONS COUNTY-WIDE

ViewDirect TCM also assists the County in its law enforcement and crime prevention efforts, as well as in tracking child support payments, managing elections, and preparing audits and budgets. In addition, ViewDirect TCM supports many of Tarrant County's governmental departments including the offices of Public Health, Human Resources, Elections, Domestic Relations, Sheriff, Transportation, Justices of the Peace, Medical Examiner and District Attorney.

A prime example of how the ViewDirect TCM system improves efficiency is in criminal cases. Information associated with a case is stored in the ViewDirect TCM repository—everything from offense reports and crime scene photos to morgue photos and medical examiner's reports. ViewDirect TCM's powerful EnterpriseIndex facility allows multiple index keys, so users such as investigators and district attorneys, can search on any identifier—case number, offense type, address or name, for example—to find the information needed. The system's flexible security facilities ensure that each document is seen only by those authorized to do so. By compiling the information and making it simple to share information in these files, ViewDirect TCM has enabled faster resolution of cases.

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## BEST PRACTICES AT WORK

ViewDirect TCM, used by thousands of employees in 40 departments, provides Tarrant County with a cost-effective solution that is integral to day-to-day operations and that has saved the County approximately \$3.27 million in materials and administrative costs over four years. The system earned the County the Best Practices Achievement Award given by the Texas Association of Counties Leadership Foundation in 2002.

## ABOUT MOBIUS

Mobius Management Systems, Inc. is the leading provider of integrated solutions for total content management (TCM). Mobius's ViewDirect TCM is a comprehensive suite that integrates content across disparate repositories, supports regulatory compliance, and provides content-enabled applications that automate business processes.



### MOBIUS MANAGEMENT SYSTEMS, INC.

120 OLD POST ROAD  
RYE, NEW YORK 10580  
TEL 914.921.7200  
FAX 914.921.1360  
[WWW.MOBIUS.COM](http://WWW.MOBIUS.COM)

### INTERNATIONAL OFFICES

AUSTRALIA: +61 2 9955 8311  
FRANCE: +33 1 53 43 64 83  
GERMANY: +49 811 99 876 0  
ITALY: +39 02 4853491  
JAPAN: +81 3 3556 7350  
NETHERLANDS: +31 306 30 0121  
SWEDEN: +46 8 555 41075  
SWITZERLAND: +41 1 772 14 40  
U.K.: +44 1784 484700

