



# Government Agency manages records at the speed of New York with ImageSilo®



## CLIENT

New York State  
Government Agency

## PROBLEM

In-house records taking up too much space; difficult to locate and manage files; delays in completing tasks

## SOLUTION

Digitech ImageSilo, CASO  
Onsite Scanning Services

## BENEFIT

Increased efficiency and security; space and cost savings.

## EXECUTIVE SUMMARY

A hardworking New York State Government Agency with over 750 employees routinely seeks new solutions that will provide their constituents with better service and increased efficiency in order to maximize the value of their taxpayer funding.

As they planned to move their offices to a new, smaller location, they took the opportunity to reassess their use of physical office space for record storage, as this space could be better leveraged for other purposes. The agency realized it was time to streamline its in-house records management by converting to an electronic filing system that would provide greater efficiency, security and cost savings, while allowing them to reclaim much needed office space.

## THE SITUATION

A New York State Government Agency was moving to a new location, that could not accommodate the millions of pages of in-house paper records it had generated over the years.

These physical records were located in file cabinets throughout multiple office locations in New York City. If one employee pulled a file, no one else could use that file until it was returned to the cabinet. This would lead to delays in completing tasks as employees were waiting on files to become available.

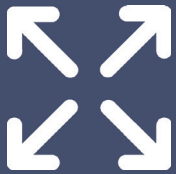
Retrieve records in seconds instead of hours or days



22,000,000 pages scanned and counting



Essential office space reclaimed



**“ImageSilo easily allows us to locate records, protect sensitive data and increase reliability. Moreover, it gives us an immediate solution with no capital expenditure”**

- Agency Director, New York State Government Agency

It was also a source of confusion, as records were sometimes misfiled, leading employees to believe they were currently in use or send them on a file-finding expedition. The Legal Department was particularly impacted by this inefficiency, as the sheer volume of files they needed to review daily was exceedingly large.

“We knew it was time to go digital, and this new move presented the perfect opportunity to streamline our operations,” explains the Agency’s Director. “Most importantly, we wanted a solution that would give employees quick and easy access to records, keep records secure, allow us to audit who views the records, and help us better manage record retention and destruction.”

### THE SOLUTION

CASO recommended Digitech’s ImageSilo, a cloud solution for storing and managing their business records. Thousands of organizations trust ImageSilo to manage their critical corporate content. Launched in 1999, it was the first cloud content management service available and is recognized as the industry-leading service today. ImageSilo offers unparalleled reliability, boasting an uptime of more than 99.9% throughout its twenty-year history.


The Agency leveraged CASO Onsite Scanning Services to convert all their paper to digital files for use in ImageSilo. This included supplying and setting up the servers, scanners and software at multiple offices. CASO coordinated with each Department to determine what to scan and how to scan - completing over 50,000 pages per day.

ImageSilo has several unique advantages that help the Agency better manage its records, including:

- **OCR Search** - Each image is text searchable. Even one page in a 200 page book can be located in seconds.
- **Document Level Security** - Securely lock down records so that the right people can access the right records.
- **Digital Retention System** - Records are automatically marked for review and purge based on Record Type.
- **Shareable Digital Records** - All records can be shared via a password protected, time file.

“ImageSilo easily allows us to locate records, protect sensitive data and increase reliability. Moreover, it gives us an immediate solution with no capital expenditure.” says the Agency’s Director.

Implementation and user training went seamlessly, Each department received a 2-hour training course and was given a Quick Reference Guide (QRG). CASO team members also assisted departments



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- Project Director, NY State Government Agency

throughout the project with ongoing training courses and 1-on-1 sessions as needed.

Among the greatest benefits to the Agency is how many hours of productivity have been reclaimed. Rather than having to go get a file from a cabinet (hoping it has not been misfiled), they can pull up ImageSilo at their workstation and retrieve a record within seconds. This includes 2.8TB of data from over 22,000,000 scanned pages.

Another essential benefit is the seamless business continuity the Agency has experienced throughout the Covid-19 pandemic. Not only was the Agency well-positioned for Covid with its digital files stored in the cloud, but it was also ideally suited for remote work as staff easily and securely accessed records from home.

“This Scanning and Document Management Cloud Project is the agency’s most successful project, ever, period,” declares the Agency’s Project Director. “To process 22 million pages for 25 departments and have all of our users happily access their records electronically is amazing. CASO made the impossible, possible.”

#### **ABOUT CASO DOCUMENT MANAGEMENT (CDM)**

CDM has been an innovator in developing practical, cost-effective imaging services and document management systems since 1994. With a management team totaling more than 100 years of experience, they have a proven track record with even the largest commercial and government requirements. CDM offers a full-range of imaging services or a comprehensive custom solution tailored to each company, industry or specific project. They support hundreds of regional and national clients in retail, finance, government, healthcare, education, construction, manufacturing and other sectors. To learn more about CASO Document Management (CDM), call (888) 719-0065 or go to [www.caso.com](http://www.caso.com).