State Agency Uses Enterprise Content Management Solution To Cut Costs, Save Time

Illinois Department of Transportation

KnowledgeLake

Commerce Travels on IDOT

CLIENT PROFILE:

WEBSITE:
idot.illinois.gov

LOCATION:
Illinois, United States

INDUSTRY:
Government

The Illinois Department of Transportation (IDOT) is responsible for state-maintained public roadways throughout Illinois.

It also provides funding for rail, public transit, and airport projects, and administers fuel tax and federal funding to local jurisdictions.

IDOT is based in the state capitol of Springfield and has nine district offices.

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BUSINESS NEEDS

Managing huge volumes of enterprise documents is always a challenge for most organizations. When the Illinois Department of Transportation (IDOT) received federal funding for infrastructure improvements through the American Recovery and Reinvestment Act (ARRA), it began looking for a solution that could help manage the related influx of documents.

The standard procedure for ARRA-funded projects is to **require auditor access to files associated with stimulus projects** to ensure compliance and transparency. The IDOT IT department was given the responsibility to implement an effective and efficient solution that could help manage the thousands of paper documents that would be generated by the initiative, and to create a system in which information could be **quickly and easily located for reporting, auditing, and other related activities**.

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SOLUTION

IDOT found the solution it needed with KnowledgeLake's Enterprise Content Management (ECM) software, including KnowledgeLake Imaging for SharePoint, KnowledgeLake Capture, and KnowledgeLake Connect.

The initial use for the KnowledgeLake ECM solution was the ARRA projects. The KnowledgeLake solution helped the department with scanning documents associated with the project and then linking them directly with the appropriate SharePoint repositories.

With the success of that deployment, IDOT rolled out the KnowledgeLake solution to assist with one of the agency's biggest ongoing needs— managing invoices for vendors. In the past, vendor invoice management involved a complex and time-consuming process of receiving invoices—known as "vouchers"—at regional offices, creating photocopies, and then sending paper documents to a central location in Springfield. The documents would remain there until they could be manually processed by staff.

HUGE SAVINGS

> *"After the KnowledgeLake solution was deployed for processing vouchers, we began experiencing huge savings in terms of fewer employee hours needed."*

Mark Kinkade
Chief Information Officer

KnowledgeLake

SOLUTION

With the KnowledgeLake ECM solution, up to ***2,000 vouchers are now scanned daily*** using high-speed Fujitsu fi6130 workgroup scanners at the regional offices.

During the scanning process, employees pull up a vendor's information from a mainframe database, ensure that identifying account numbers and other information are correct, and then scan the document.

The KnowledgeLake software ***automatically adds metadata to the documents***, which are then instantly sent into a SharePoint folder where they are easy to locate and retrieve.

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