



CASE STUDY

Daytona Beach Implements Alchemy Email Archiving to Comply with Strict State Regulations

Industry	Government, Local Sector
Challenge	Strict Sunshine Laws for public email requests
Solution	Captaris Alchemy Document Management solution with email archiving extension
Results	Compliance with state laws; dramatic improvement in speed of discovery and retrieval; a better disaster recovery solution

THE CHALLENGE

Cities around the country have been faced with shrinking budgets while also having to deal with growing regulatory demand on public information access and compliance. "Florida has one of the nation's toughest laws on public access to information," said Stephen Ralston, manager of information systems for the City of Daytona Beach. The Florida Sunshine Law requires that cities permanently keep all emails sent and received by public employees, creating an enormous number of records.

The Sunshine Law also requires that cities maintain permits and licensing records for three years. In order to manage the amount of records, the city had to purge its file cabinets after each three-year period, taking two months of valuable staff time. City workers were also faced with the difficult task of manually searching for files for very specific information requests.

THE SOLUTION

The City of Daytona Beach added the Captaris Alchemy email archiving extension to its existing Alchemy Document Management solution to manage the email records. Alchemy enables the city to comply with Florida's strict Sunshine Laws more efficiently and cost-effectively. Captaris products have been specifically designed to provide mid-size organizations like Daytona Beach with an affordable solution that helps them meet their complex regulatory needs.

"I would highly recommend the Alchemy email archiving extension to any organization that is driven by strict regulations and tight budgets," said Ralston. "The robust software is affordable and the customer service is outstanding."

THE RESULTS

Ralston went on to say, "We are thrilled that the Alchemy email archiving extension enables staff to quickly research email record requests from the Florida public."

The city is currently using the Alchemy email archiving extension in five departments with plans to expand into several others. Using Microsoft Windows 2003 operating system and three Microsoft Exchange servers, the city is now able to quickly and easily archive emails for 850 users. Once the city begins recording their commission meetings, they will also use Alchemy to archive the records and store them electronically alongside the email. One of the biggest benefits of Alchemy is that different file types can be stored as attachments and retrieved via one user interface.

City workers were also faced with the difficult task of locating files for very specific information requests contained in the email records, which made Alchemy's search and index functions particularly attractive. Employees are now able to search through the Alchemy created and managed index for specific detail and quickly retrieve the information.

The city has used the Alchemy Server for imaging and document management for years. Ralston said, "When we implemented Alchemy, we had to convert 15 four-drawer cabinets full of documents, which translated to 72 gigabytes worth of data. And this was for one department alone! From a labor perspective, it used to take city workers 10-15 minutes to retrieve each document, but now the same document can be accessed within minutes."

Portability was another factor in the city's decision to implement Alchemy. The city no longer has to worry about spending enormous amounts of money to fireproof file cabinets or use off-site storage due to the threat of fire or some other unforeseen catastrophe. Alchemy creates digital repositories and the data can be backed up and transferred anywhere, anytime.

FOR MORE INFORMATION

Captaris Business Information Delivery solutions help organizations of all sizes automate the information and document flow throughout the information lifecycle (capture, process, deliver, manage and archive). With a comprehensive suite of software and services, Captaris helps organizations to grow revenues and increase profits while meeting compliance goals. Through a global distribution network of leading enterprise technology partners, Captaris has installed more than 90,000 systems in 95 countries in companies of all sizes, including the entire Fortune 100. For more information, visit www.captaris.com or call 1.800.443.0806.

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