



Document Manager takes care of the paperwork for the Texas Department of Public Safety

With a broad charter to supervise everything from traffic on rural highways across the expansive state of Texas to preserving the peace and investigating crime, the Texas Department of Public Safety has an extremely challenging role. Like any large organization, it relies heavily on technology to help it perform its important tasks.

The old document management system couldn't handle the growth

The TDPS's incumbent document management (DM) system was unable to cope with the department's large, complicated and fast-growing operations. The TDPS's document management requirements had expanded rapidly from a single archive server with ten viewing stations to a deployment five times that size. As new document imaging applications were added, bringing even greater document volumes into the system, the performance and reliability of the old document management solution started to fail. As the number of users, database size and complexity increased, the limitations of the system were strained to the point where it could not meet the constant change requirements for the state's primary criminal records repository.

Frequent and comprehensive workflow changes were needed as state statutes and law enforcement practices changed. This requirement demanded a high degree of system stability, up-time and data integrity. The final straw for the old DM system was the ever increasing maintenance cost for software that could no longer meet the business requirements.

Document Manager was up to the task

The TDPS decided to replace their existing DM system with the robust Document Manager software suite. The software has proven its ability to handle all of the requirements in nine of TDPS's major areas of activity, as well as expand with the organization's increasing requirements. Document Manager now plays an essential role in a wide range of document management applications within the TDPS, including fingerprint processing and archiving crime records, vehicle inspection records, driver licensing and the state's driver information bureau and concealed handgun licenses.

Document Manager has scaled easily to handle the volume of documentation within the department, proving itself to be highly adaptable to the changing requirements of the organization. The software has successfully addressed all of the organization's needs while enabling archiving cost reductions of over 30%, representing savings in excess of \$50,000 per year.



Company: Texas Department of Public Safety (TDPS)

Country: USA

Industry: Public Safety

Profile: Created in 1935, the agency is responsible for maintaining public safety in the state of Texas, ranging from supervising traffic on rural highways to preserving the peace and investigating crime.

Key Drivers: The TDPS needed a DM system that could cope with ever expanding requirements and document volumes – to meet new state statutes and law enforcement practices.

CASE STUDY: Document Manager™ – Texas Department of Public Safety



With over 700 users, the department archives contain over 18 million images, exceeding 10 terabytes of storage.

Altogether, the system has over eight and a half million folders, easily managed by Document Manager.

Benefits of Document Manager

- Scalability and flexibility to modify work processes quickly and easily
- Significant savings in ongoing software maintenance cost
- Elimination of paper from the premises, freeing up valuable floor space
- Improved staff efficiency and productivity
- Central management and storage of documents
- Greater security for information storage and compliance with state statutes and law enforcement practices
- Reliability of images stored digitally

The Document Manager solution in action across the TDPS

Document Manager was implemented by CBM Archives (www.cbmarchives.com). The system provides a flexible, stable and secure platform that has enabled the TDPS to dramatically expand its operations. Document Manager enables new work processes to be configured quickly in response to new guidelines or legislation. It is now used in nine separate areas of the department, and there are plans to extend it to others.

Document Manager is used by Automated License Revocation, Vehicle Inspection Records (which covers 20 million licensed vehicles), the Driver Information Bureau and Safety and Responsibility. Another vital application handled by Document Manager is the Computerized Criminal History in the Crime Record Service (CRS), which deals with the collection of arrest and prosecution correspondence and disposition information submitted by the 254 Texas counties and every local police department. The department processes approximately 725,000 arrests and accompanying paperwork per annum. This includes all fingerprint data collected from scanning devices around the state. The CRS imaging system also directly interfaces with the Department's Automated Fingerprint Identification System (AFIS System) and the Federal Bureau of Investigation.

Other Document Manager deployments include the Triplicate Prescription Drug Program, which issues prescription drug forms, collects license fees, and receives correspondence from all medical offices and pharmacies across the state. This department replaced a former imaging system with Document Manager's Sorting Office. Additionally, Concealed Handgun Licensing, and the Latent Fingerprinting Section use Document Manager to access more than six million imaged fingerprint cards and Livescan images in the department's image archive.

Document Manager is a robust, stable and reliable system that supports the department's increasingly complex and demanding applications within tough legislative requirements. With an added advantage of significant savings in ongoing maintenance costs without sacrificing functionality or scalability, Document Manager was the clear choice.

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