# A Consentia Success Story:

# Alberta Municipalities Moving to The Digital Age

## The Challenge

In order to improve efficiencies, a municipality chose to convert its paper records into digital images. This helped provide staff with greater access to land file information and also eliminated the risk of important documents being damaged by age or disaster. However, in order to get the maximum value out of the digital images, the documents in the land files needed to be correctly sorted into different types of documents and named accordingly. In addition to the task of sorting the documents, there was the challenge of ensuring the municipality's staff had ongoing access to the files while the land files were being digitized.

## AN AVERAGE ORGANIZATION:

- Makes 19 copies of each document.
- Spends $20 in labor to file each document.
- Spends $120 in labor searching for each misfiled document.
- Loses one out of every 20 documents.
- Spends 25 hours recreating each lost document.

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The Alberta Municipality in this case study has a population of approximately 15,000, but serves a surrounding area of 60,000. It has an electronic document management system (EDMS) in place, but also had tens of thousands of documents in land files that only existed on paper. Document categories included:

- land titles
- compliance documents
- permits
- maps
- tax certificates, and
- many other municipal documents.

Alberta municipalities are on the move to transform from traditional paper-based records to digital files. Converting paper documents into digital images saves time, saves space, eliminates misfiling, facilitates collaboration, improves security, mitigates against disaster, and makes information easily accessible.

# The Solution

After a formal request for proposal (RFP) process, the municipality selected Consentia to provide the solution. Consentia was selected primarily because they fully understood the challenge and provided the best solution to address all aspects of the problem.

Consentia started by packing all of the files into bankers' boxes and creating an inventory of the files included in each box. Every box was clearly marked with a unique identifier and the range of land files included in the box before being transported to Consentia's office for conversion to digital images.

To ensure the documents were sorted into the correct categories, Consentia completed a small sample of land files and had the municipality review it to confirm it was sorted correctly. This process also helped create a written set of instructions for the staff involved in digital conversion process.

Consentia used a secure file transfer program (SFTP) to transfer all of the new electronic files, including an extensible markup language (XML) file index, to the municipality every week. The XML file was formatted specifically to map the documents into the correct classification in the existing document management system. This allowed for some of the files to be accessed almost immediately by municipal staff, while more documents were added each week.

During the project, if the municipality needed a document which had not yet been provided to them in electronic format, they sent a request to Consentia.

The company used the index created at the project outset to locate the correct document, scan it and send it to the municipality. The quality assurance process was followed meticulously in the rapid provision of these documents to the Municipality .

This ad-hoc document retrieval allowed work to continue normally while the documents were out of the municipal office.

At the conclusion of the project a complete set of electronic documents was provided to the municipality on an external hard drive.

# The Result

The municipality achieved the desired result within budget and within the agreed upon deadline.

The land files were converted into more than 35,000 electronic documents, which were all successfully imported into their document management system with a few clicks of a mouse.

Feedback from the municipal employees indicated that they were "delighted" with the Outcome

# Winner of the Premier's Award of Excellence

Premier's Award of Excellence

Consentia has been helping Alberta businesses and government

departments go paperless since 1971. Owned and operated by Albertans, it

takes great pride in the quality of its work and in its ability to provide turnkey

solutions for document management, scanning, data entry, and transcription.

Whether the goal is to go entirely paperless, or just

to get that stack

of archived documents out of the way and made useful again, Consentia has the professional, secure, and timely service to meet all needs.