

OnBase®

REALSOLUTIONS

OMAHA PUBLIC POWER DISTRICT

The publicly owned Omaha Public Power District (OPPD) has seven generating facilities, fourteen offices, and over 2,000 employees throughout southeast Nebraska. Providing electricity to 270,000 homes and businesses, OPPD pledges a "strong commitment to growth and quality service at the lowest possible cost." Because its customer base is also its constituency (customers elect the utility's Board of Directors), it is imperative that OPPD also provide expedient and attentive customer service.

THE SITUATION

Customer service and cost were thus the two primary issues that motivated OPPD MIS Manager Sue Forbes to research possible replacements for the Records Management Department's COM (Computer Output to Microfiche) system. Customer inquiries were taking anywhere from five minutes to a full business day to answer, and were rarely resolved during the initial call. This was in large part due to the fact that relevant customer information was often only accessible in a separate floor or building. In return for this inconvenience, OPPD was paying a service bureau over \$100,000 per year to replicate thousands of daily mainframe reports onto microfiche.

In order to store both host-generated reports and paper documents, Forbes anticipated that OPPD would require a COLD (Computer Output to Laser Disk) system and a document imaging system. After a rigorous evaluation of several software applications, OPPD selected the OnBase integrated document management software by Hyland Software. Unlike the other applications under consideration, only OnBase offered the ability to store COLD and image documents in one integrated system. Through a customized OnBase demonstration that incorporated the utility's own sample data, Ms. Forbes learned how OPPD users could quickly and easily access all information from their own workstations simply by "pointing and clicking" from one related document to another.

Forbes was also impressed by the openness and scalability of the OnBase solution. Compliance with ODBC (Open Database Connectivity) meant that the client/server software could be easily integrated with OPPD's existing IT infrastructure and leverage their investment in Oracle database software. It also meant that OnBase could accommodate OPPD's plans to migrate from Windows 3.11 to Windows NT.

THE SOLUTION

Digital Information Management, an OnBase Solution Provider based in Omaha, was responsible for the design and installation of the OPPD solution. The initial solution called for the implementation of three OnBase processing modules: OnBase COLD, OnBase Document Imaging, and OnBase CD Authoring. OnBase COLD would process over fifty different types of mainframe reports, including 18,000 billing statements per day. OnBase Document Imaging would operate in conjunction with a Fujitsu 3093 scanner to scan and index paper forms detailing every operation performed by the field service technicians. OnBase CD Authoring would save

backup copies of all stored documents to CDs housed in three 7-drive Procom CD Towers.

OnBase Client licenses have been rolled out in phases — first to 19 customer service representatives and then eventually to a total of 150 users in over 20 locations. In addition to the original installation, other OnBase modules have been implemented: OnBase Full Text Indexing, OnBase OCR, OnBase Web Server, and OnBase Document Import Processor.

THE RESULT

According to Forbes, OPPD's adoption of OnBase has accomplished exactly what it was intended to do—improve customer service and reduce operating expenses. Customer Service Representatives now access customer account information directly from their own workstations through the graphical interface of the OnBase Client. With the ability to search for any type of document by keyword or textual content, inquiries that once required several hours of research now take just seconds to perform. "OnBase is particularly useful in addressing possible billing discrepancies," says Forbes. "With first hand access to all relevant documentation, it is very easy for a customer service representative to determine whether or not a mistake was made."

This increase in efficiency, coupled with the savings in microfiche processing, resulted in a complete return on investment in less than 6 months. OnBase has proved to be of tremendous value to other departments as well. Among the information routinely accessed by analysts are materials management reports, financial reports, employee information reports, and a 20,000-page "all-system usage" report. OnBase is also used to process a year-end volume comprised of one million pages. "The improved access to information has helped many operational departments not only do their jobs faster, but better," says Forbes. "Our analysts don't know what they would do without it."



18500 LAKE ROAD
ROCKY RIVER, OH 44116
P. 216.898.3000
F. 216.898.3001
WWW.ONBASE.COM