

Transforming Financial Operations: Douglas County's Journey to Efficiency with ECM Toolbox AP Workflow Solution



CLIENT

Douglas County

PROBLEM

Unreliable AP processes due to paper

SOLUTION

ISC AP Workflow by ECM Toolbox

BENEFIT

Increased efficiency; cost savings

EXECUTIVE SUMMARY

In the pursuit of elevating efficiency and transparency in financial processes, Douglas County partnered with ISC to implement an Accounts Payable (AP) workflow solution, integrating with their IFS System. This case study delves into the transformative journey aimed at optimizing AP processes, enhancing security, and ensuring user adoption. The collaborative effort resulted in a streamlined and technologically advanced AP workflow system.

THE SITUATION

Douglas County faced challenges in managing paper-based Accounts Payable processes, leading to inefficiencies and security concerns. Jordan Anderson, Strategic Finance Accounting Analyst at Douglas County, described the situation: "Our offices overflowed with filing cabinets, wasting time and increasing the risk of losing documents altogether." Recognizing the need for a modernized AP workflow, the county sought a solution to address these challenges below:

Security: With sensitive information online, Douglas County sought a system with robust access controls, encryption, and audit trails to prevent unauthorized access and maintain data integrity.

Document Sensitivity: The County sought a solution to classify and restrict access to sensitive /confidential documents, ensuring only authorized personnel could view and modify sensitive information.

30% increase in
staff productivity



880+ Invoices
processed per month



Expenses reduced



“The new AP workflow system empowers employees to work smarter and provides a more efficient experience for vendors.”

- Jordan Anderson, Strategic
Finance Accounting Analyst at
Douglas County

Data Loss: Concerned about potential data loss from system failures or cyberattacks, Douglas County needed an efficient backup and recovery plan to ensure data availability and prevent permanent loss.

System Reliability: Douglas County sought a stable system with minimal downtime, efficiently handling daily workloads and ensuring continuous access to essential information for their critical operations.

User Adoption and Training: Transitioning staff to a new system required careful planning. Douglas County sought a user-friendly solution with comprehensive training to ensure smooth adoption and minimize disruptions to daily operations.

THE SOLUTION


ISC played a pivotal role in steering Douglas County towards a sophisticated AP workflow solution. Acknowledging the importance of user adoption, ISC implemented a user-friendly interface and comprehensive training. Anderson emphasized, “The AP workflow system by ECM Toolbox signifies a cultural shift within Douglas County.” The solution effectively addressed security concerns, streamlined AP processes, and provided scalability and cost-effectiveness. ISC’s strategic partnership ensured a seamless implementation, empowering staff and enhancing productivity in the AP department.

After a thorough analysis of Douglas County’s specific needs and challenges, ISC recommended a solution that strategically addressed their priorities. This carefully considered proposal emphasized several key features:

Security and Compliance: The recommended solution provided robust security, including multi-factor authentication, data encryption, and comprehensive audit trails, ensuring maximum protection of sensitive information and surpassing relevant regulations.

Streamlined Workflows: The ECM Toolbox workflow solution’s intuitive interface and automation simplified document management, enabling users to easily search, retrieve, and share documents, fostering collaboration and significantly reducing administrative task time.

Scalability and Cost-Efficiency: Designed to evolve with Douglas County’s needs, the solution offered scalability and adaptability. Significant cost savings were achieved through reduced paper usage, storage requirements, and administrative overhead.



“The search for a solution that streamlined workflows, enhanced security, and boosted efficiency led us to ISC, and they truly delivered. Today, we operate in a digital environment that fosters collaboration, saves valuable time, and empowers us to serve our community more effectively.

-Jordan Anderson, Strategic Finance Accounting Analyst at Douglas County

User-Friendly Interface and Training: ISC prioritized user adoption, recommending a solution with a user-friendly interface and a comprehensive training program for a smooth transition, catering to staff members of all technical expertise levels.

Proven Track Record and Future-Proof Architecture: The ECM Toolbox Workflow solution ensured reliability and compatibility, with a proven track record in government agencies like Douglas County. The modern architecture guarantees continued functionality and adaptability in the ever-evolving technological landscape.

CONCLUSION

Through collaborative efforts, Douglas County, guided by ISC, successfully modernized its AP processes, embracing a streamlined and efficient workflow solutions seamlessly integrated with their IFS System. Anderson articulated, “The new AP workflow system empowers employees to work smarter and provides a more efficient experience for vendors.” This strategic shift not only met diverse AP needs but also fostered a positive work environment, emphasizing Douglas County’s commitment to innovation in financial operations.

ABOUT ISC

With nearly 30 years of experience offering document imaging products, services, and solutions to the Upper Midwest, we strive to help companies achieve maximum efficiency with seamless document management. We’re proud to serve customers all over the United States; however, we have a significant concentration of customers in Fargo, ND, Minneapolis, MN, and surrounding areas. To learn more about ISC, call 800.359.1048 or go to www.iscimaging.com.