

Broward Sheriff's Office Implements New Records Management System



Sheriff Gregory Tony

Overview

A cost-effective document management solution that can be incrementally enhanced has helped the Broward Sheriff's Office manage more than 10,000 applicant files and countless other records generated in operating one of the largest local jail systems and serving residents of the Fort Lauderdale metro area.

Problem

About one-third of the nearly 2 million residents of Broward County, which encompasses the Ft. Lauderdale metro area, receive the services of BSO. BSO receives 15,000 applications annually, each with at least seven pages. In addition, BSO operates one of the nation's largest local jail systems, which detains approximately 5,000 inmates every day, as well as handles county probation, drug court, pretrial services, in-custody treatment programs, Child Protective Investigative Services, and Broward County's Fire-Rescue Department. All of these important services generate countless pages of records with strict retention and security requirements

Solution

With OnBase, clerks can enter a keyword value such as a case number, e-mail, or fax a record directly from OnBase. Combined with its security features, OnBase allows access to multiple simultaneous users for self-service, further reducing labor. To complement network redundancies, BSO uses OnBase to create DVD backup copies. In HR, OnBase also helps to support accountability and compliance requirements as many of the files associated with employees must include certifications that are regularly audited by the state. OnBase also ensures that critical documents are readily available when needed to authorized users.

Results

OnBase improved BSO's customer service by making records immediately available upon request. For HR, OnBase enhances the ability to share information during the hiring process. Its easily configured security features limit access to sensitive documents and reduces the time and labor associated with routine filing audits.