

# Case Study



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

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

## Business Needs

TxDPS's incumbent document management system was unable to cope with the department's large, complicated and fast growing operations. The TxDPS'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 very high degree of system stability, up-time and data integrity. The final straw for the old document management system was the ever increasing maintenance cost for software that could no longer meet their business requirements.

## Solution

The TxDPS decided to replace their existing document management system with the robust Document Manager software suite of products by Document Logistix. Document Logistix has now proven its ability to handle all of the requirements in nine of TxDPS'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 Texas Department of Public Safety, including fingerprint processing and archiving crime records, private security 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 organizations needs while enabling archiving cost reductions of over 30%, representing savings in excess of \$50,000 per year.

## Benefits

CMB Archives ([www.cbmarchives.com](http://www.cbmarchives.com)) helped the Texas Department of Public Safety implement its new document management system utilizing Document Manager by Document Logistix and Fujitsu document imaging scanners.

To begin the transition to a new document management system, CBM Archives helped TxDPS implement over 2,000 Fujitsu scanners in its offices. These Desktop and Production scanners (Fujitsu fi-60F, fi-6140, fi-6670 and fi-5900 models) helped TxDPS convert physical documents into an electronic format.

***“CBM helped TxDPS select Fujitsu scanners because of their quality, reliability, and durability,” said Jerry Sanders, Vice President, CBM Archives. “The scanning speeds from Fujitsu’s scanners and the paper handling performance set them above the alternatives that TxDPS was also considering. We are extremely satisfied with how easy the scanners are to use.”***

TxDPS' document management system provides them with a flexible, stable and secure platform which has enabled it to dramatically expand its operations. Document Logistix' adaptable software enables new work processes to be configured quickly in response to new guidelines or legislation. It is now used in nine separate areas of TxDPS, and there are plans to extend it to others.

Document Manager is used in the day-to-day operations of the Concealed Handgun Licensing Unit, Private Security Licensing Unit, and Driver Information Bureau(DIB). In the case of DIB, scanning is performed remotely from all field offices around the state – saving the cost of shipping over 100,000 pages of paper per day!

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 pages of 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 Logistix software 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 the more than six million imaged fingerprint cards and Livescan images in the Departments image archive.

The Document Logistix document management solution 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 on-going maintenance costs without sacrificing functionality or scalability, Document Manager was the clear choice.

***With over 1,500 users, the department archives contain over 280 million images, approaching 100 terabytes of storage. Altogether, the system has over eight and a half million folders, easily managed by Document Manager.***

- ***Scalability and flexibility to modify work processes quickly and easily***
- ***Significant savings in on-going 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***

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