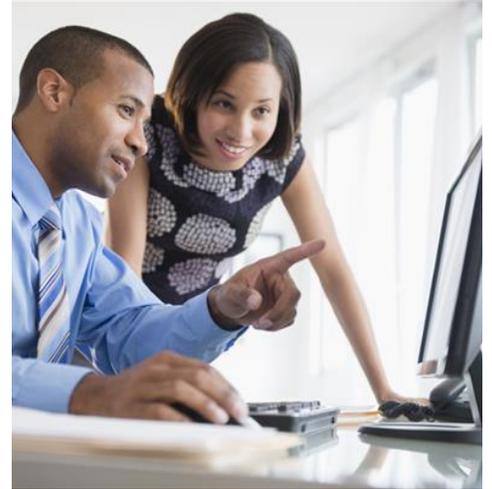# Real Talk With | City of Newark

> "I simply don't handle paper anymore— everything is online. And approvals are happening in hours vs. days, enabling the city to be more responsive to its constituents, while achieving its goal of becoming paperless."
>
> —Danny Hill, CIO & Director of the Office of Management and Budget (OMB)
>   City of Newark

Need

The third oldest city in the United States and the largest city in New Jersey, the City of Newark has been experiencing a renaissance, asserting its position as a modern, dynamic city with new housing, business, and cultural development. In order to keep pace with these changes, it has been the administration's goal to leverage current technology to streamline the city's business processes and foster a more collaborative environment.

In servicing its constituents, the City of Newark generated a vast amount of paper documents and content. Managing this deluge of paper involved virtually every agency and department and resulted in redundancy and increased liability, and slowed workflows. Communication between departments, agencies, and facilities was hampered by lost paperwork and slow dissemination of critical notifications and policy changes. And the municipal print center had poor fulfillment, with no accountability or tracking of projects.

With a budget that can fluctuate from year to year, the City also needed to look at ways to reduce costs yet maintain high-quality customer service.

Solution

Mr. Hill's mission was to implement paperless administrative processes for greater efficiency and accountability. He turned to the Xerox® DocuShare® Platform and DocuShare partner, SRC Solutions, to achieve this goal. The DocuShare solution facilitated the City's efforts to streamline and re-engineer citywide business practices relating to both public and private documents, while offering employees a user-friendly content management tool.

Along with DocuShare and its built-in workflow engine, the solution includes document capture software and Xerox® production printers, desktop scanners, and multifunction printers, giving the City the end-to-end content management capabilities it requires.

Key capabilities included:

- Process automation, including ad hoc document routing and preset workflows
- Seamless integration with existing enterprise solutions
- Encrypted digital repository, secured by permissions-based access
- Collaboration, including Web-based team workspaces
- Easy to use search and document management features

Benefits

The City of Newark implemented a phased approach, deploying DocuShare to one department before expanding its usage.

The Office of Management and Budget's IT request process is now simplified, with turnaround time measured in hours, not days or weeks. Users complete request forms online, which starts an automated routing process. This is is just one from among 75 process improvements the City has automated. For example:

- The legal department scans court filings, rulings, and briefs into digital files for transfer per federal court electronic filing requirements, automatically storing them in DocuShare, reducing paper storage, and speeding critical communications.
- An integration with the City's PeopleSoft financial management solution allows accounting to keep invoices electronic so users can quickly find a document in DocuShare and update transactions in the financial solution.
- DocuShare enables posting RFPs for external contractor work on the City's website, eliminating $500,000 in annual advertising costs.

Additional benefits extend to budget manual preparation, digital print management and more.

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