

Case Study
Government

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Township of King enables **public services innovation** with Ricoh



About the customer

Located in York Region within Ontario's Greater Toronto Area, the Township of King is a unique and diverse community. The Township is proud of its extensive natural and scenic beauty, rich cultural heritage, and the welcoming, small town feel that defines the Township. Though predominantly rural, most of King Township's 26,000 residents live in the communities of King City, Nobleton and Schomberg. Residents and visitors are drawn to King because of its rural lifestyle, village atmosphere and quality of life.



Challenge

Over the past several years, King has assessed its digital infrastructure with the goals of ensuring employees have access to necessary information, breaking down department siloes and improving efficiency.

In 2018, the Township built a new municipal centre, prompting a large-scale initiative to digitize and centralize content that was previously stored in filing cabinets, banker boxes, and across individual and department network drives.

"We initially looked for a solution for electronic document and records management. We have been moving away from paper, and we wanted to have one central, streamlined filing system for all electronic documents. We saw the opportunity and improvements that would be realized if we could increase department collaboration and information sharing."

Denny Timm,
Manager of Legislative Services and Deputy Clerk



Solution

Centralizing content across departments

With the support and expertise of Ricoh Canada, King implemented Laserfiche [enterprise content management](#) as its central digital repository. This allowed the Township to reclaim time previously spent physically searching for information — which is now easily accessible at the staff's fingertips. It also enabled departments to transition from network drives while simultaneously strengthening the municipality's information governance program.

"Implementing Laserfiche really allowed us to look at our filing methodology and structure from a corporate perspective," said **Denny Timm, Manager of Legislative Services and Deputy Clerk**. "It's like building a house — you need to build a solid foundation, organize and plan what goes in the rooms, and assign the proper access to those rooms. With Laserfiche, we have one corporate folder structure as our foundation, filled with subfolders and documents, and appropriately assigned access privileges and controls. We now have greater integrity and confidence in our information management system. We know staff are accessing what they need to access, while elevating the protection of personal and confidential information."



As King saw the benefits of digitizing and centralizing content, they began to learn more about taking their digital transformation to the next level by working with Ricoh to integrate Laserfiche with other core technologies, and automate key business processes using enterprise content management and [electronic forms](#).

"We saw that Laserfiche was more than just a place to put files," said Timm. "That's when we started to view tutorials, speak with our team at Ricoh, and understand that there's way more capability within the system than we initially thought."



Results

Next-level digital transformation: electronic forms and process automation

King's document management project was a catalyst for the team to reimagine how they could use the Township's digital information in its mission to accelerate service delivery to its citizens, maximize efficiency and ensure employees are well equipped to respond to customer needs. Using electronic forms and business process automation enabled King to increase access to information and public services. This mindset shift came just in time — before the COVID-19 pandemic impacted the region.

"We were fortunate to have had departments adopt Laserfiche before COVID-19 arrived," Timm said. "Staff had access to all the information they needed in a central resource that they could securely access remotely. Departments also saw the immediate savings in administrative work, no longer needing to file paper copies, and now being able to easily search and retrieve information."



Now, the Township is actively replacing paper forms with electronic forms to make more public services available online — a key benefit during the pandemic and a smart future-proof move. King recently launched a new website where constituents can access applications, permit forms and other essential items with an integrated payment system, including:

- Building permit payments
- Bulky item pickup and garbage bag tags
- Pet and service animal licenses
- Fire permits
- Freedom of information requests
- Marriage service payments
- Road occupancy permits
- Property information requests
- Tax certificate requests
- E-Billing registration for property and water bills
- Temporary sign permits

In addition to increasing access to these forms, the staff leveraged business process automation to automate information routing and approvals. Now, when a resident submits an electronic form through the Township's website, the information is automatically sent to the relevant departments and approving parties for review and approval. By removing the dependence on manual routing, automated processes streamline the flow of information and expedite service delivery, whether employees are in-office or working remotely. Process reporting and analytics also increase transparency and create opportunities for continuous process improvement.

“We are excited to see our public forms integrate with our repository, too,” said Timm. “Now, forms and information are automatically filed in the right spot, and our approval process moves to the digital realm — we’re able to track and start looking at the data analytics.”

The central repository and automated processes also supported business continuity during COVID-19 and as King navigates the staff changes that all municipalities must manage.

“We have staff retiring, and that previously meant information and institutional knowledge would be lost,” said **Angelo Callisto, Supervisor of IT Business Systems**. “Having everything in Laserfiche provides that single repository that everyone is familiar with. If we use Laserfiche for forms and processes, our staff will be comfortable using them.”

Building a digital future

Today, the Township continues to build on its success by automating processes across all departments, with a clear vision toward creating a more modern experience for employees and the people they serve. The IT team has plans to further centralize content and processes by using Laserfiche where possible to replace niche software that individual departments may have acquired, or are looking to acquire for specific processes. “Laserfiche doesn’t make digital transformation seem overly complicated because the tools are all there — we are equipped to easily automate processes without having to acquire and learn multiple small, specific pieces of software,” Callisto explained. “For example, we just

successfully launched and leveraged Laserfiche forms and its business process capabilities to automate our entire Performance Development and Recognition Program (PDRP). By expanding our in-house knowledge of the system, we are beginning to build more complex and corporate-wide implementations. These new electronic and automated processes streamline core critical corporate processes, making them easy and accessible to staff.”

The IT division is now aiming to create a self-service model. “The goal is to have each department build their own digital forms and publish them online,” Callisto said. “The subject-matter experts in the individual departments are going to know the processes the best, and with Laserfiche’s ease of use, we know staff are eager to build and implement!”

Looking to the future, the Township plans to further leverage insights from the process dashboard to analyze information such as the number of permits, applications and licences received, what time of year is the busiest, etc. “We’re really excited to dive into the data and analytics, and look at them in terms of usage and output,” Timm said. “It’s going to give us a whole new area that we haven’t explored before.”



Empowering digital workplaces

With 85 years of global experience developing the technology that shapes how people work, Ricoh understands what it takes to support the priorities of Canadian municipalities with the right technology that puts people first. Our solutions connect people to information – and each other – so they can innovate and collaborate to drive growth.

Your workplace needs experts, which is why we're here. We work in close partnership with our customers to understand their unique challenges and provide expertise where they need it the most. With teams across Canada, we can provide our award-winning enterprise-level support and guidance, but on a local basis and tailored to your specific needs.

As digital workplaces pave the way to the future, the need for better processes, better collaboration and better results while supporting agility has become critical – and this is where Ricoh can help. Through our portfolio of innovative technologies and services, we can support your journey towards digital transformation, so that you can better focus on serving your communities, customers and partners.

Ricoh is a leading provider of document solutions and a market leader in process automation. We have been instrumental in shaping workplace innovation solutions for organizations across Canada for more than a decade. Let us help you redefine work and **Change. For better.**



WHY RICOH?

- ✓ Deployed digital workplace solutions to 70+ municipal governments across Canada
- ✓ 20+ years of experience processing key documents and workflows
- ✓ 4 document processing centres located across Canada
- ✓ Flexible BPaaS solutions that will optimize your budget and scale with you
- ✓ Business process consultants with deep expertise in a range of industries — from government to education and more

Learn more about Ricoh Digital Document Management, Electronic Forms and Process Automation [here](#) or [get in touch](#) with a Ricoh representative today.