

iCase

Hawaii: Public Service Commission

Case Study:

The Hawaii's population has spiraled upward since 1900. It doubled between 1960 and 2000. State government battles to meet an ever-growing call for services and easier, faster access to information.

A recent count showed the Public Utilities Commission regulating four different electric companies, 31 water and sewer districts, 215 telecommunications concerns, and 900 motor carriers of passengers and property.

Recently, the PUC's legacy paper and microfilm document system, designed for smaller numbers and less activity, groaned under increasing strain. The staff found it challenging to maintain their work and processes. They needed a new system that worked for them internally and for the public.

The resulting project integrates key technologies from IBM and other vendors. A capture sub-system feeds enhanced images to DB2 Content Manager, running on an xSeries microcomputer server. This shares information with IBM Lotus Notes for collaboration purposes. IBM WebSphere and iRedact provide redaction capabilities. Elements of the IBM DB2 Content Manager solution deliver necessary report presentment. About 50 clients run in this MS Windows environment. DB2 Content Manager, being cross platform and scaleable, provides additional public access to millions of documents.

Key Business Requirements:

- ▶ Redaction for public viewing
- ▶ Full featured case management
- ▶ Automated routing and notification
- ▶ Secure web based access
- ▶ Data Privacy- Safe disclosure of only relative content
- ▶ Greater compliance and accountability
- ▶ Audit capability, ease of use and security

Business Challenges:

- ▶ Making content security a central part of the document lifecycle and workflow
- ▶ Provide effective and efficient tools that maximize accuracy and reduces human error and delays
- ▶ Eliminate manual processing of documents



Solution Description:

"The integration was pretty straightforward," Gammon notes. "Although we brought 4-5 software components together, the risk for Hawaii PUC was low because we had done it before. There are always unique aspects, however. For example, at the time, Hawaii was upgrading Lotus Notes, so we needed to coordinate our project with their Notes infrastructure."

The new solution scans paper documents when they arrive at the PUC, checking the images for quality. After indexing, workflow automatically takes the images to the appropriate workers at both the PUC and its related group, Consumer Advocacy. Also automatically, iCase initiates a calendar request for dockets to be added to the master calendar. It alerts recipients to new inbox arrivals. Administrators can track documents and dockets at every stage.

As DB2 Content Manager-based iCase compiles the master calendar, it posts the public version of the calendar – along with supporting information -- on the PUC's Website. This is a popular feature with businesses and citizens alike since it provides immediate access to needed information, on demand. The PUC's top goals, compliance with statutory requirements and information accessibility, are achieved.

The Commission stores over 2.5 million documents with ample capacity for growth. That growth may include support for e-payment of fees. There is also potential for greater collaboration capabilities, including docket review, with staff and outside counsel and consultants.

Establish solution that provides privacy compliance for archived and new documents

Unique Capabilities of iCase:

- ▶ Enter information into a secure, centrally management system
- ▶ Receive new information or updates electronically
- ▶ Track progress and updates throughout the case lifecycle
- ▶ Mast calendar for case hearings and events
- ▶ Full text search of all case information

Value Proposition:

The ease and functionality of iCase sets the standard for case management tools, allowing your organization to collaborate on cases and provide your customers with the most up-to-date information available.

iCase automates the complex process of accessing, routing, updating and tracking cases or dockets through a myriad of company procedures and processes. As a result, case managers can quickly update cases from their desktop or via the web, thereby improving the case management process for their customers.

Required Product(s) -

- IBM Content Manager v8
- IBM FileNet P8
- Kofax Ascent Capture

Regulations and Compliance Capabilities of the Solution

- HIPAA
- Sarbanes Oxley
- US Privacy Act
- Freedom of Information Act (FOIA)
- Openness in Government Act 2005

Company Description

The Dayhuff Group specializes in delivering fast, focused, high-quality yet cost-effective Enterprise Content Management solutions. Our range of experience, the scope of our expertise, and our delivery model makes The Dayhuff Group a special breed in the technology services field. We put those attributes to work in order to guarantee our clients short-cycle project completion with real-world budgets. The result: innovative, problem solving technology services that improve efficiency, reduce costs, and increase revenues.

Contact Information

The Dayhuff Group

740 Lakeview Plaza Boulevard, Suite 300

Worthington, OH 43085

888-DAYHUFF or 614 854-9999 ext 113

sales@dayhuffgroup.com