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Solution
ADOS Document Management

Industry Type
Local Government

**Northumberland
County Council**



Canon

We talk your language and understand your needs.

County Council upgrades document management system

Northumberland County Council had outgrown the capabilities of their existing document management system. With some 20 million files, retrieving documents had become far too slow.

Clearly the time had come to move files from their proprietary system to an open architecture solution that would allow for integration into the Council's back-end office systems.

As an existing Canon customer the expertise they needed to identify and implement the right solution was already on hand.

The ADOS enterprise document management system combined with strong project management, a good working relationship and excellent communication have enabled this busy County Council to make their documents work for them.

Max Sykes is our Account Manager for document management solutions.

"Northumberland Council had outgrown their existing document management solution and needed to retrieve documents quickly and easily. The installation by Canon of the ADOS enterprise solution has provided them with the speed and flexibility that they needed to face their growing needs with confidence."

If you are interested or have questions concerning document management solutions – please give us a call at the number below:

Tel. 0800 353535

"With Canon's ADOS solution we have a solid platform to build upon. The system is straightforward and easy to use and our processes & productivity have greatly improved."

Mick Cook
Project Manager,
Northumberland County Council

NORTHUMBERLAND
COUNTY COUNCIL

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County Council benefits from the fast, secure and scalable ADOS Document Management solution.

Northumberland County Council & Canon

About Northumberland County Council

Northumberland County Council is a strategic authority based in the North East of England. Staff are grouped into seven directorates including Finance, Personnel and Administration, Community and Environmental Services, Fire and Rescue as well as Adult and Children's Services.

The sixth largest of all English counties with a population of 310,000 people, Northumberland covers almost two thousand square miles. 13,500 employees make the Council the largest single employer, with 1,000 based at County Hall.

The work of the Council is characterised by a strong drive to improve the quality of life for all people in the county. One way in which it expresses this is supporting the Northumberland Strategic Partnership (NSP), which co-ordinates the efforts of all organisations interested in the region's regeneration.

The need for speed

Northumberland County Council has had a Canon document management system in place for 10 years. With 20 million records - 1.5 terabytes of information - accessible to over 500 users, the speed of accessing information was becoming an issue.

"The Council's document management system was no longer flexible enough to meet our needs," explains Mick Cook, Project Manager, Northumberland County Council. "Whilst it had met our needs for many years it was important that we now moved to a more robust and open architecture platform that would be able to cope with an increasing number of records being added without its performance

being affected. We also wanted to use a SQL server and be able to integrate information into our back-office systems."

The existing system was being used extensively across the council by Environmental Services, Finance and Fire and Rescue Services departments, but with more wanting to benefit from document management the new solution had to cater to the future demands of all the potential users.

Integrated Document Management

A project was initiated at Northumberland County Council to look at the future requirements of Document Management across all departments.

"After looking at the marketplace and some previous ADOS installations, including the NHS trust in Newcastle and South Tyneside NHS Trust we were impressed with what we had seen and decided to continue to work with Canon," explains Mick.

ADOS is an enterprise solution that has been specifically designed to capture, manage and deliver business documents within large organisations. It would enable Northumberland County Council staff to continue to use Canon's high volume document scanners to scan paper documents into the new system and to upload electronic files from their desktops.

"We felt that ADOS would be a natural progression, a scalable solution that would meet our needs, and invited Canon to join the project board set up to investigate the whole process and the infrastructure that would be needed."

"Utilising PRINCE2 project management methodology, we put together a high definition scoping document on how the data would be migrated, highlighting data cleansing and testing of information. We worked closely with Canon throughout the project and a Canon implementation specialist reported to me. They configured ADOS and installed it onto our new SQL Servers taking a phased approach, rolling out ADOS department by department and training the staff.

Future Proofing

"The project has been a major success for us with the implementation completed three months ahead of schedule. Strong project management, a good working relationship with Canon and excellent communication throughout have all greatly contributed to the end result.

"With Canon's ADOS solution we have a solid platform to build upon. The system is straightforward and easy to use and, in addition to the significant speed of the system, our processes and productivity have greatly improved."

The ADOS enterprise edition has enabled Northumberland County Council to have all their business-critical information accessible from a secure environment. The Councils' users can easily search and retrieve the file they are looking for, view all relevant documents as well as group and distribute them.

"ADOS has an upload facility that took all the files held in our proprietary system straight into our corporate SQL server database - a huge advantage. This was the most effective way to migrate legacy data into an open architecture system. For what we have achieved, the solution is very cost effective and represents value for money.

"Any document or electronic file can be instantly captured. From personnel records, property documents to student loans and education records we have a one-stop shop for information, in most cases eliminating the need to keep paper records. Using the automated workflows in the system we are now able to develop a project for scanned mail distribution across the authority.

"We have implemented an Active Directory solution so there is no need for multiple log ins. Departmental administrators can be assigned centrally to configure and refine their business rules and the user interface is intuitive.

"Canon really took the time to understand what we needed to achieve, our culture and approach. They listened to what we had to say and we benefited enormously from the support of a Canon implementation specialist, who knew the previous solution and ADOS back to front, throughout the project. The strong working relationship from both sides has helped to ensure success - it was a real team effort."

The Canon approach

Max Sykes, Canon Account Manager explains the company's approach to Northumberland County Council.

"Canon has helped to ensure that Northumberland County Council have a fast and scalable document management system in place that will meet their future needs.

"The reduction in time taken to retrieve files has been significant. Our consultative approach and the strong relationship we have with Northumberland have helped to ensure a successful implementation for both parties.

"The Council's staff can now scan and retrieve documents quickly and easily and can view files and documents securely over the web.

"By sitting on the Council's project board and using PRINCE2 methodology we worked together to ensure that issues, risks, time and cost were managed effectively throughout the project lifecycle.

"Ultimately we've achieved their document management objectives introducing a fast, secure and scalable solution."



- Fast retrieval of documents
- Secure storage of documents
- Accuracy of information
- Reduction in paper usage
- Improved processes
- Integration into back-end systems



"The Council's staff can now scan and retrieve documents quickly and easily... Ultimately we've achieved their document management objectives introducing a fast, secure and scalable solution."