

## CASE STUDY

### City of Dover, New Hampshire

"When we started with Treeno, we had 1.5 departments using the system's scanning and archival tools. Today, we have 12 city departments using Treeno, several of them using multiple electronic cabinets. As a city, Dover is continuing to become more efficient and more transparent every day. Treeno's scanning and indexing capabilities play an integral role in that continuous improvement."

*Annie Dove - Director of Information Technology, City of Dover*

The City of Dover, New Hampshire is committed to providing transparency for its constituents and employees, getting as much information out to citizens as quickly as possible.

When existing tools were no longer meeting their needs, the city sought a technology solution that would allow for greater efficiencies.

In 2005, the city signed on to use Treeno Software's document management solution.

**Industry**  
**Local Government**

**Website**  
**[www.dover.nh.gov](http://www.dover.nh.gov)**

## The Challenge

Dover's police department and city clerk's office knew they needed to implement systems and processes to streamline the flow of, and access to, information. The tool they were using made indexing and retrieving files difficult.

When city residents wanted or needed to look up publicly-available information, they had to physically visit the city clerk's office, because then-current technologies didn't allow for remote web access to records.

## The Situation

Various departments within the city had different needs. For example, the city's police department needed a technology tool that would give them secure access to all of their case files; the city clerk's office needed a tool that would allow constituents to access public information such as meeting minutes from city council meetings and land/property records.

Three separate departments had a need to share property information records. Public information records needed to be available both internally and externally. The city also wanted to ensure employees wouldn't need to enter information more than once.

## The Solution

The city evaluated providers and ultimately decided to implement Treeno Software's electronic document management software solution, with the police department and city clerk's office among the first adopters.

“By utilizing common fields, such as asset ID, users can easily access documents stored in Treeno from other applications. This integration allows for decreased training time and increased ease of use and adoption of the solution.”

While the police department and city clerk’s office were the initial users when the City of Dover implemented Treeno’s document management tools, several other city departments quickly followed suit. The Community Services and Human Resources departments rely on the system’s document storage and workflow capabilities to manage personnel records, correspondence and more.

In addition to making it easier for people to access information, Treeno also makes it simple for the city to maintain and ensure security and confidentiality of documents and records when required. The system integrates with the city’s existing authenticating protocol, meaning that when an employee’s access to other city systems is terminated, their access to non-public documents stored inside Treeno’s document management system is also terminated immediately.

Finally, the document management solution also provides benefits for the city’s disaster recovery efforts, because documents are stored on a virtual server. This should allow for faster and easier recovery if needed.

**This webpage explains the activity and transparency behind City of Dover’s bid process (<http://www.dover.nh.gov/government/city-operations/finance/bids>).**

Request	Result	
File Name	Creation Date	Size (KB)
B17065 Vendor Lists	2017-06-20 09:33:03	44
B17065 Attachment A Monthly Asphalt Cement Adjustment 5.15.17.pdf	2017-05-19 08:48:56	110
B17065 Bid Bituminous Concrete asphalt picked up.pdf	2017-05-19 08:48:56	144

**Customers can view both the bid and the results.**

In 2005, Treeno was tasked with migrating two existing departments and their archival data. Our Treeno system today supports twelve different functional departments.

The City of Dover has found Treeno to be a responsive service provider, listening to feedback and working to find additional solutions and efficiencies whenever possible. This relationship is expected to continue adding value to the services the city provides its constituents.

## The Solution

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Treeno handled the data migration and audited the results of that migration, ensuring data was transferred into the new system correctly.

In 2013, the city also moved from a LINUX server to a SQL server framework, making its document management solution easier to support. In 2013, the city moved from a Linux to Windows virtualized server environment, increasing its document management solution's high availability as well as its ease of support.

## The Results

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As a result of implementing Treeno's document management solution, the City of Dover has been able to deliver its continued goal of transparency for constituents, in addition to realizing process and cost efficiencies.

For example, when preparing records for city council meetings, Treeno's workflow solutions allow the Council Clerk, Finance Director, City Attorney and others to review and approve information quickly and easily, where before paperwork had to be routed and sign-offs had to be captured manually. By leveraging Treeno's workflow capabilities, public meeting document creation involves less paper, greater staff efficiency and reduced preparation time as staff can review specified steps in tandem.

Accountability is also increased as approvals are documented and time stamped for easy review as needed. This is just one example of how implementing the solution has resulted in an exponential reduction in paper flow.

Instead of having to visit the city clerk's office to review information, constituents now have easy and intuitive online access into a variety of records, including ordinances, resolutions, financial and purchasing information, property records and more.

City employees have also benefited from the move to Treeno, as the system has allowed them to create electronic file cabinets to store and share information with others who have a common business need. For example, several departments may need to access property records, including the Planning, Inspections and Engineering departments. Using Treeno's document management solution makes it easy for those departments to contribute and share information.

In fiscal year 2017 there were 1,235,218 hits for requests of documents. Average hits per day were 3,374. Visitor total hits was 33,709. Average number of visitors per day was 92. This also reduced traffic to the office.

The constituent interface immediately addresses the right to know without the overhead costs.



## The Long Term Benefits

In addition to continuing to enjoy the process and cost-efficiencies Treeno's document management solution has provided, the city also expects the system to help them with other initiatives in the coming years. Some examples of ongoing and upcoming projects that will leverage Treeno's solutions include:

- Support strategic goal for intuitive searching of all public documents.
- Streamline the permit process for inspections/property development.
- Help resolve space management issues by allowing the city to reclaim space formerly used to store paper records and files.

## ABOUT TREENO SOFTWARE

Established in 2002, Treeno Software is a leader in the Enterprise Document Management (EDM) industry. Treeno Software's mission is to provide their customers with operational workflow efficiencies and measureable return on investment (ROI) through the fast installation and implementation of their fully secure, highly reliable, and easy-to-use, web-based Enterprise Document Management (EDM) Software Solution.

To learn how Treeno can help you — call **800.528.5005** or visit us on the web at **[treenosoftware.com](http://treenosoftware.com)**.