

CALIFORNIA WATER AUTHORITY SAVES TIME AND MONEY THROUGH INTELLIGENT AUTOMATION

Replaces Legacy Content Management System for Greater Automation Opportunities

WHO

Rancho California Water District (RCWD)

WHAT

Local, independent "Special District" delivering reliable, high-quality water and reclamation services

WHERE

Temecula, CA (two divisions: Rancho and Santa Rosa)

RESULTS

The RCWD saw immediate improvement in their processes, document security and ability to access information and report on different metrics, including:

- Easy access to digital content
- Enterprise repository as official system of records
- Elimination of multiple paper forms
- Automation of manual and paper-driven processes
- Automated/Enhanced operational and management reporting

With the replacement of the legacy system, RCWD was able to leverage their new, flexible system to streamline four key areas where they saw bottlenecks and inefficiency in their manual processes.

SITUATION

Rancho California Water District (RCWD) is a local independent "Special District" with the mission to deliver reliable, high-quality water and reclamation services in a "prudent and sustainable manner" to its customers and the communities it supports. The District operates, maintains, and furnishes facilities for all water systems within the District, and for the collection and treatment of wastewater over the Santa Rosa Division, currently 50,877 acres. Eastern Municipal Water District remains responsible for wastewater treatment in the Rancho Division, currently 48,863 acres.

RCWD wanted to replace their current legacy enterprise content management system as part of a larger enterprise initiative to more closely integrate disparate systems and processes, and engaged BlueirisIQ™ to help. They had an immediate need in several areas of their operation where they saw eliminating manual processes, redundancy, paper-based requests, wet signatures, hard-copy distributions and physical document management as a way to speed up their processing time and implement more secure processes.

The existing document management system was outdated and needed replacing. This would mean converting 1,400,000 legacy documents and data, reclassifying and mapping document types, defining and completing line of business (LOB) integrations (e.g., Lawson, Cayenta, Outlook etc.)

SOLUTION

RCWD identified four areas for immediate improvement and line of business integrations that would be needed. OnBase® by Hyland was installed and configured, and legacy data and images migrated to OnBase.

LINE OF BUSINESS INTEGRATIONS –

- Cayenta for access to digital documents within the system
- Lawson for data updates, auto-fills direct to system, routing rules based on HRIS
- Meter Services to update meter applications
- GIS updates for meter locations
- DocuSign for electronic signature processing

For more information on how BlueirisIQ's team can help your agency or municipality streamline and automate manual processes, visit us at [BlueirisIQ.com](https://www.BlueirisIQ.com).

Ask us about our Government Cooperative Contracts that you may be able to utilize for your purchase.

[Meter Services](#)

[Petty Cash Process](#)

[Customer Refund Authorization Process](#)

[Automated Mailroom Process](#)

OnBase®
by Hyland

METER SERVICES

PROBLEMS

Meter Services used spreadsheets to manage process tracking and entered data into multiple systems.

Customer meter request documents were routed manually and all updates were written, making a real-time status difficult to obtain.

These inefficiencies extended completion time, paperwork would get lost and physical binders containing construction meter life cycles were unwieldy.

SOLUTIONS

Using OnBase, meter data is captured once and interfaced to multiple enterprise line of business applications via APIs. (Cayenta, Lawson, ESRI etc.)

OnBase Unity Forms and workflow automation replaced spreadsheets and paper meter applications were ingested at initiation and electronically routed.

Real-time notifications were delivered via email when work was assigned to a department, and new meter request status is now available via the OnBase workflow. Supporting documents and field updates are added electronically, with meter information and location captured via GPS interfacing to data automatically.

IMPACT

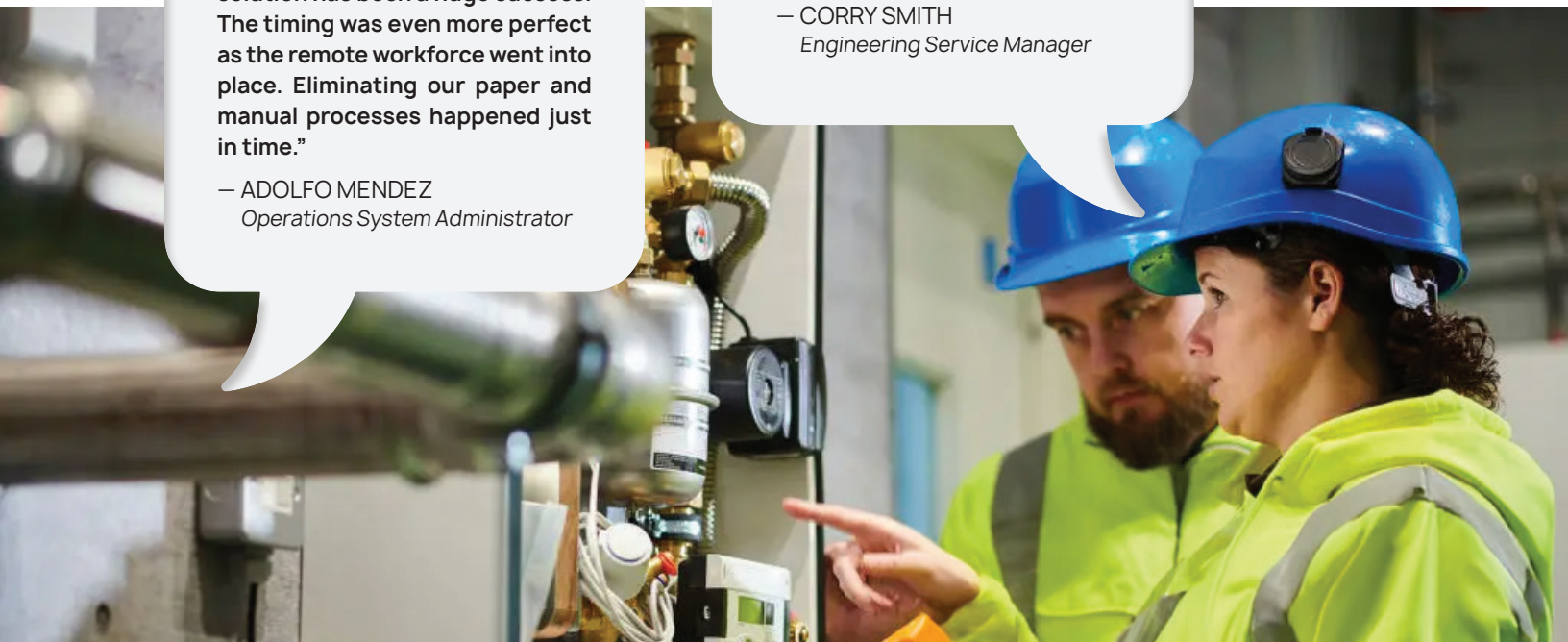
- Reduced meter request processing from three to five days down to two days
- Access to real-time status throughout the process
- Capture multiple points of automated data (less entry error and no redundant work)
- Enterprise use of OnBase as system of record for documents
- Billing process initiated sooner
- Ability to work remotely for the first time with new, electronic process
- Automated, real-time statistical reporting and dashboards

"Automating the numerous meter service requests via the OnBase solution has been a huge success. The timing was even more perfect as the remote workforce went into place. Eliminating our paper and manual processes happened just in time."

— ADOLFO MENDEZ
Operations System Administrator

"Replacing a very paper-driven process with a fully automated system has saved time and provided quicker service to our customers. Each and every department has benefited from the implemented solution."

— CORRY SMITH
Engineering Service Manager



PETTY CASH PROCESS

PROBLEMS

Finance and accounting relied on a paper form for petty cash requests. Further, scanning of supporting receipts was not at the requestor level, causing additional work for accounting.

Approvals were routed via interoffice mail and approval rules not always enforced. Tracking and reporting was manual and transfer of funds was also facilitated via interoffice mail – not very secure.

SOLUTIONS

Petty cash request – Reimbursement or Advance Request Submissions are now made via the Unity Form in OnBase from the RCWD intranet page, and information auto-populates with the Lawson ERP integration. This system prevents submissions outside of the rules/limits and requires receipt attachments to the submission.

Department review/approval – This is now done via OnBase workflow. The approver may reject, hold or approve the request, and electronic notifications are sent.

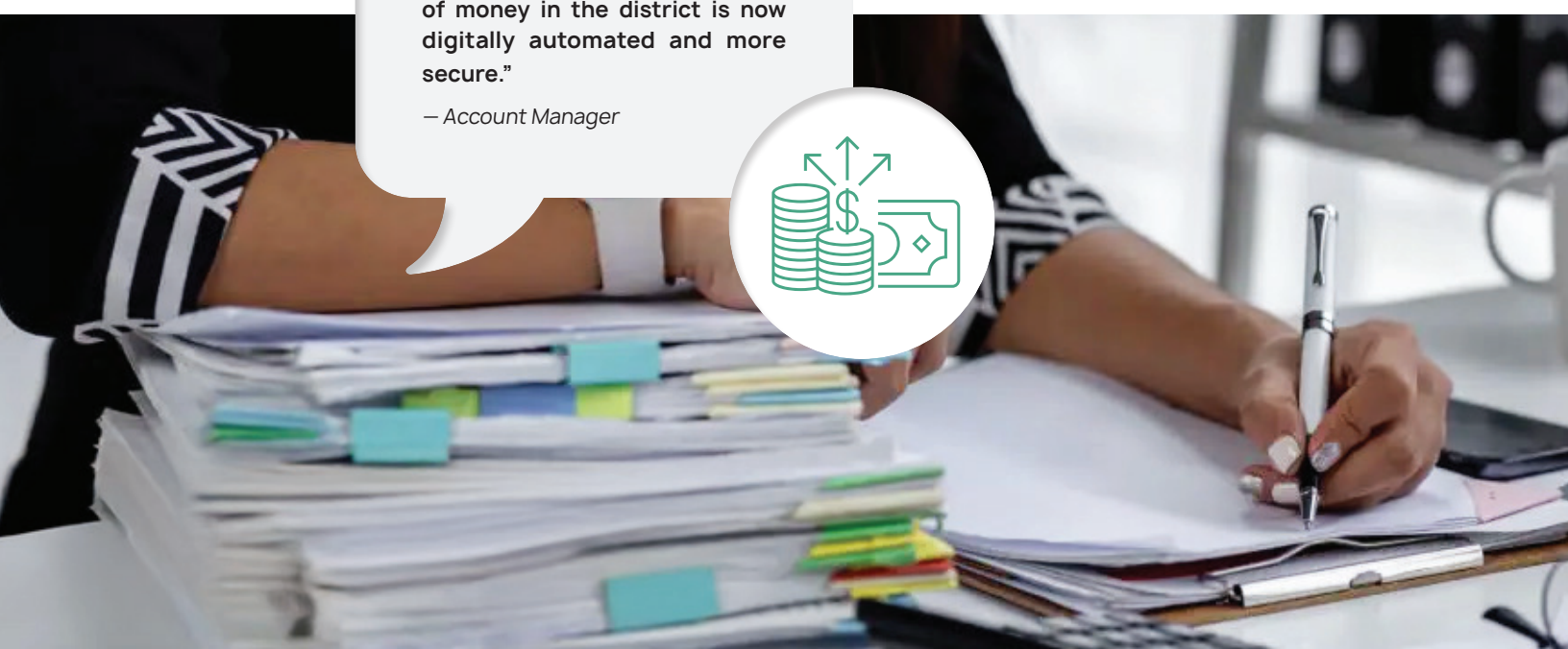
Accounting Disbursement – All steps are completed in the workflow lifecycle. Once approved, an email is sent to the requestor to visit accounting to pick up their money. Once completed, the form and documents are saved in OnBase.

IMPACT

- Replaced the manual request form with an electronic Unity Form, initiating a workflow lifecycle
- Streamlined review and approval with the MS-Outlook integration
- Ability to enforce rules for processing and approval by establishing an audit process.
- Captured and packaged form plus supporting documents for future access

"Automating the petty cash request process through On-Base provided a way to enforce approval and routing rules within the District. The system captures data and provides for monthly and annual reporting. The transfer of money in the district is now digitally automated and more secure."

– Account Manager



CUSTOMER REFUND AUTHORIZATION PROCESS

PROBLEMS

Customer Refund Requests followed a manual bi-monthly process. Checks were printed manually and required a wet signature.

There was no enforcement of rules for approval limits and no ability to track status of approvals or delays.

Reports that were generated had to be imported into Lawson with some manipulation on file type. Not secure.

SOLUTIONS

- 1 Customer service rep initiates Customer Refund Review & Authorization Process, and a check request report generated from Cayenta to a network share goes to OnBase automatically. Customer service validates information in OnBase and routes a PDF version for approval.
- 2 PDF is routed to reviewers following rules based on refund request levels. The system routes higher amounts, e.g. \$25,000, to senior level for authorization.
- 3 Accounts Payable (AP) receives a notification of approval as each reviewer approves. AP completes their review using OnBase to access the files for validation. After validation, OnBase manages the process to Lawson and end the workflow life cycle.

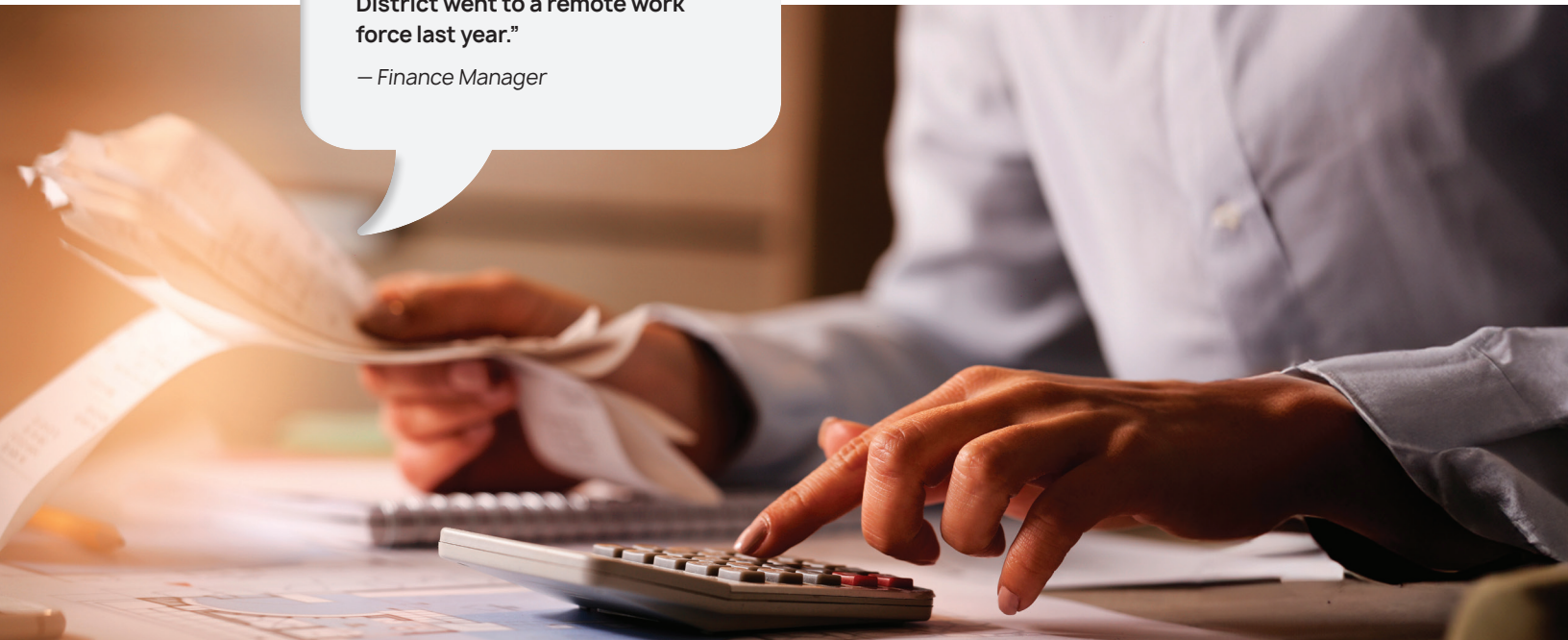
IMPACT

- Multiple departments automated via electronic processing
- Established an auditable process
- Enforced rules for processing and approvals
- Secure data transfer from Cayenta to OnBase to Lawson
- Request information is stored automatically in OnBase for future access



"Eliminating the manual paper processing for customer refund requests and approvals decreased our processing time. In addition, the timing was perfect as the District went to a remote work force last year."

— Finance Manager



AUTOMATE MAIL ROOM PROCESSING

PROBLEMS

Mail was physically delivered by Administrative Services to departments via push cart.

Incoming and outgoing mail that was being scanned required extensive knowledge of indexing on behalf of departments.

Reporting and tracking reports were manually generated.

SOLUTIONS

Incoming Mail – All mail is scanned and imported into OnBase. Upon import, it is identified as 'daily incoming mail,' indexed and labeled with department name so OnBase can deliver the mail into the right department 'envelope.' Department admins are notified when mail has arrived in their envelope, and they deliver it within the department.

Outgoing Mail – Department admins import their mail into OnBase, just like any document. Once indexed, the document is forwarded to the mailroom for processing. The mailroom staff processes per hardcopy mailing requirements.

IMPACT

- Department admins manage the oversight of mail for archival purposes
- Mail is distributed electronically without the need to photocopy or manually deliver
- Mail is indexed according to its document type and saved in OnBase

"Streamlining the way we process incoming mail has been extremely helpful, especially during the pandemic when employees were working remotely. Departments were able to keep up on incoming mail and distribute it to their teams, all while ensuring their important documents were stored in OnBase."

— Mail Clerk

