



Introduction

Clarity was commissioned to implement an Enterprise-Wide Document and Web Content Management solution to help Essex County Fire & Rescue Service achieve their e-Government objectives and meet the associated ODPM Best Value Performance Targets. Integrating with existing legacy systems, the solution is designed to e-enable the brigade's operations, utilising the most appropriate information management technologies.

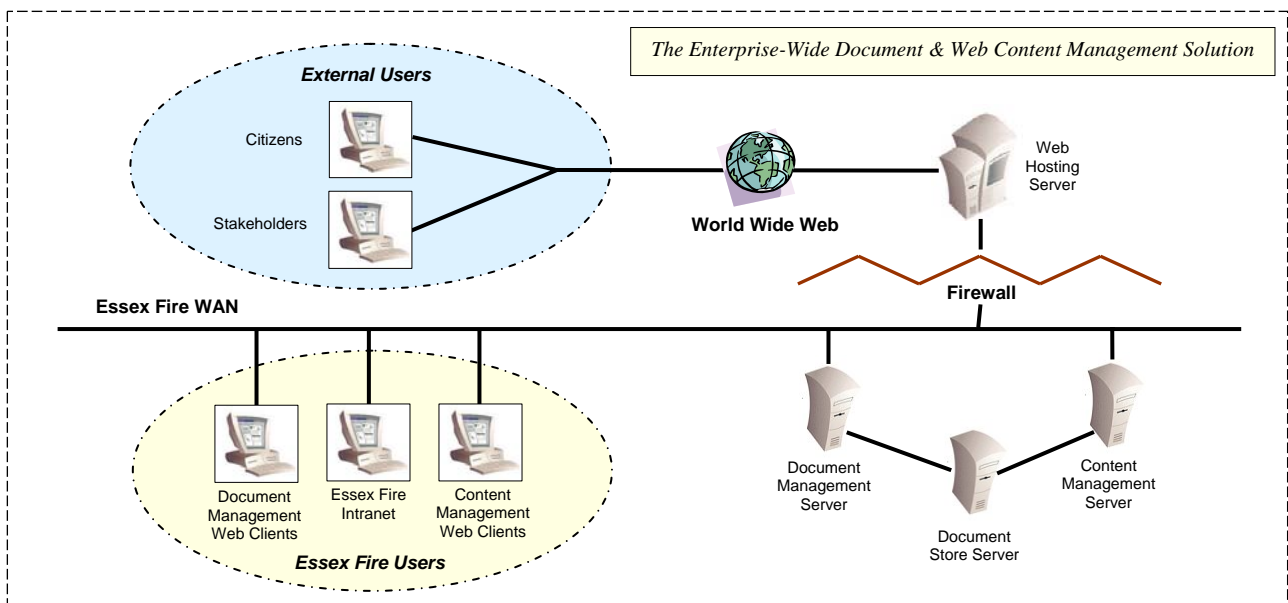
"Savings both in terms of time and money are expected in terms of distribution, physical storage of corporate records and on postage, as well as in our ability to readily comply to all requests for information."

(SHIRLEY POTTER, CORPORATE SERVICES MANAGER, ESSEX COUNTY FIRE & RESCUE SERVICE)

Operational Benefits

- Essex Fire is achieving significant cost savings, efficiency gains and increased operational effectiveness:
 - Information is being issued electronically to staff and the general public (*in one instance, £10,000 is being saved annually by replacing distribution of a single paper newsletter with an electronic version, which is sent to fire fighters located across 51 stations*).
 - Staff can now perform efficient enterprise-wide search and retrieval of disparate information sources that are held in a secure, central environment (*scanned paper documents, emails, reports, etc.*).
 - The solution has eliminated exposure to deterioration and loss of important documents.
 - Effort attributable to paper-based processing tasks is being substantially reduced (*photocopying, filing, distributing, searching, retrieving, etc.*).
 - Physical storage requirements and associated document storage costs are being reduced.
- The document and content management solution is being used to support effective compliance with the Freedom of Information Act and the Data Protection Act.
- The solution is being used to facilitate electronic service delivery, in accordance with the "Modernising Government Agenda".

"The ease of access will ultimately result in less time being spent on the retrieval of information, which may have taken days to obtain before." (SHIRLEY POTTER, CORPORATE SERVICES MANAGER, ESSEX COUNTY FIRE & RESCUE SERVICE)



The Requirement

Essex Fire's key e-Government project objective was to improve communications with all stakeholders. The strategy identified to achieve this was categorised into three specific areas:

- Design and develop a comprehensive Service Intranet
- Significantly enhance the Service Website
- Deploy an enterprise-wide Document Management System

These technology-based solutions would allow Essex Fire to be far more open and accessible to staff through the Document Management System and Intranet, while also providing comparable benefits for stakeholders and citizens through the brigade's website.

Essex Fire also intended to use the e-Government project to reduce overheads and improve organisational efficiency.

The Solution

The solution, which has been deployed by Scomag, combines:

- A RedDot content management application, which is being used to manage the brigade's website and corporate intranet.
- Hummingbird document management, records management, imaging and workflow applications. The imaging component converts paper-based documents into an electronic format to support their storage and subsequent retrieval from the document management system.

This integrated solution has fully satisfied Essex Fire's requirements and has supported the brigade's Freedom of Information and Data Protection arrangements.



Document Management

The document management system allows all documentation and files to be managed electronically, including paper-based correspondence, emails, faxes, Microsoft Office documents and audio and video file formats. Information stored within the document management system can subsequently be retrieved using highly efficient and powerful search facilities, which support both full-text and attribute-based searching.

Web Content Management

The content management application allows non-technical employees to take ownership of published web content. Updates to the external website and the corporate intranet can be made quickly and easily without requiring technical assistance:

- Authors can easily create content using predefined templates that are used to maintain style consistency.
- New content is routed through a workflow process that ensures content is approved by designated senior personnel prior to publication.
- Approved content can be automatically uploaded to the live Internet and/or intranet sites without requiring technical assistance.

Customer References

Several fire and rescue services are using these Scomag solutions. We have also deployed similar systems in many other high-integrity environments, including police forces, nuclear power generators and oil and gas producers.

Please contact Scomag for more information about these solutions and how they can deliver significant 'return on investment' within the fire sector.

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