

Washington State Department of Transportation

Work Order Authorization Program Implements “Paperless” document management system that reduces approval time by 30 days.

Case Summary

Department of Transportation Work Order Authorization (WOA) program replaces a manual work process that required redundant data review and entry into several different applications at multiple authorization locations. ImageSource developed a web-based WOA eform that pulls data from WSDOT’s existing databases, reducing the entire WOA approval time from 30 days to just one. On average WSDOT process 2100 work orders semi-annually with a total authorized value of \$37 Million dollars.

The Challenge

Planning and Capital Program Management is responsible for managing the statewide highway construction program, which includes recommending sub program funding levels; developing project priorities; and preparing, executing and monitoring the highway construction program.

A work order is initiated by WSDOT headquarters or one of the six regional offices to authorize funds against the capital construction program. Setting up a work order involves several computer systems at WSDOT that work in parallel to track work order authorization data. This data is manually entered by the WOA processing staff into multiple systems, often duplicating information and creating redundant data. Because the WOA approval also involves multiple levels of authorization, the process was inefficient due to needless paper handling. Often times a work order is delayed due to simple human error.

The ImageSource Solution

ImageSource, Inc. was selected because they could offer custom integration to an off the shelf product. The Stellant® IBPM Electronic Document Workflow Management System (EDWMS) provides flexibility, economic systems administration and ease in integrating with WSDOT’s existing databases. In order to solve the problem of inefficiency and a

“The combination of Optika technology and the consulting and implementation expertise provided by ImageSource, has made for a very successful system. Users are very happy with the flexibility and stability of the system. Most important, they are able to produce more work in less time.”

Doreen Sinclair –
WSDOT
Manager

Case Outline

Industry:

State Government

Applications/ Services:

Work Order
Automation

Critical Needs:

Initiating a work order was a manual process.

Information was inputted into multiple systems.

Approval process took up to 30 days.

Work orders were often lost.

Benefits:

Process is entirely paperless. Work order can be

approved in one day. Streamlined the approval

process. Multiple users can access and

view current information.

Increased productivity.

Eliminated errors and lost documents.

Products:

Stellent® IBPM

need for accurate, on time processing, ImageSource, Inc. developed a web based WOA eform to replace the current paper form. The new eform pulls data from the existing WSDOT databases to synchronize the systems and eliminate redundant data entry. The next step was to implement a workflow routing and messaging process that could automate the approval process by pushing the form along a predetermined approval path based on data entered into the eform process and its results being the main business of their organization, and the generation of revenue and profit.

The Bottom Line

This user friendly solution reduced WOA forms processing time and error rate and increased productivity. Work Order Authorization staff is able to achieve greater control over their current workflow processes.

Implementing a web based WOA eform has significantly reduced the department's need for paper based transactions.

About ImageSource

ImageSource, Inc. is a leading provider of Enterprise Content Management solutions and integration services. ImageSource prides itself on delivering superior solutions and results to our Customer Partners. Using our Total Lifecycle Solutions© approach we deploy only the very best technology products for our customers. For more information please visit our website at www.imagesourceinc.com.

About Stellent

Stellent is a global provider of content management software solutions that drive rapid success for customers by enabling fast implementations and generating quick, broad user adoption. Stellent Universal Content Management enables customers to rapidly deploy line-of-business applications as well as content management solutions for enterprise initiatives such as enterprise portals and business commerce applications. (www.stellent.com)

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