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# Case Study

## Franklin County Municipal Court

Eliminating 45 Million Paper Documents  
Saves Time and Effort Increasing  
Employee Productivity



Presented by:  
3SG Plus

# Scanning & Indexing Case Study

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3SG Plus is the solution to help businesses de-clutter, be more efficient and speed up workflow.

[www.3sgplus.com](http://www.3sgplus.com)

01   ABOUT US AND OUR SERVICES	4
02   VISION STATMENT	5
03   EXECUTIVE SUMMARY	6
04   CHALLENGES	7
05   OUR CONTRIBUTION	8
06   RESULTS	9



# About Us

## 3SG Plus

3SG Plus is a technology solutions provider to local governments, utilities, and technology firms. 3SG Plus' software and professional services enable customers to make data-driven decisions, faster. 3SG Plus' experienced engineers and analysts have solved the workflow, data management and GIS challenges of customers in more than 30 cities across 15 US states.

3SG Plus is a leader in Enterprise Services: data management, standardization and migration, assessment, analysis, case management, document management, workflow process improvement, software/application development and business application integrations. 3SG Plus' Senior Management Team possess an average of 100+ years of combined experience serving both private and public sector clients.

Our experience in deploying large scale solutions, providing comprehensive assessments, combined with comprehensive Agile methodology, based on tenants of the Agile manifesto revolves around customization and automation of business processes to facilitate increased operational efficiency and lower costs. This methodology allows us to meet project specific goals and has proven successful in 3SG Plus projects.



**3SG Plus ensures  
accuracy, efficiency,  
security and peace of  
mind when converting  
your sensitive  
documents into digital  
files.**

**VISION**

**WE ARE FIGHTING TO  
REDUCE YOUR BUSINESS'  
CARBON FOOTPRINT AND  
HELP PROMOTE MORE  
PRODUCTIVITY.**

# EXECUTIVE SUMMARY



 **At Franklin County Municipal Court, we take pride in our ability to provide access to court records in a timely and effective manner. 3SG Plus' proven service made digitizing more than 45 million paper records, less daunting.**

Lori M. Tyack  
Clerk, Franklin County  
Municipal Court

Franklin County Municipal Court (FCMC) is in Ohio's second most populous county. FCMC hears a variety of cases, ranging from civil cases through traffic and misdemeanor cases to housing and environmental cases.

Based on the volume of cases processed, it is the busiest municipal court in Ohio. Being such a large jurisdiction, the volume of records generated, their storage and search and retrieval of specific records are all non-trivial.

**Challenges**

- Locating files in a timely manner
- Misplaced case documents
- Risk of loss in a disaster event
- Lack of security for documents

**Benefits**

- Easily retrievable digital files
- Court employees save time and effort increasing productivity
- Collaboration among staff working on the same cases
- Elimination of the risk of document loss in a disaster
- Improved efficiency in court document processes

	Document Retrieval		Security
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# CHALLENGES



The sheer quantity of records being stored presented a variety of problems, from the mundane, such as large storage space required to the serious including building safety and potential fire hazard. The continued addition of new case records only exacerbated the problem.

## **Fire Hazard and Preservation**

Over 45 million documents were stored in 30,000 perishable boxes in a single storage room. With no real backup of records, the risk of losing critical case documents due to a natural or man-made disaster was quite high. Eventually, the sheer weight of the paper caused the floor to buckle, leading to the fire marshall declaring it a hazard.

## **Time and Effort Lost in Retrieval**

Storing documents without a comprehensive, standardized retrieval process made it incredibly difficult to locate documents. It was stressful and time consuming for individuals to retrieve records when needed. Delays in locating documents could potentially affect the processing of a case in a timely manner.

# OUR CONTRIBUTION



The Clerk of the Franklin County Municipal Court sought 3SG Plus' services to address these problems. Digitizing 45 million documents can be challenging without a seamless process. 3SG Plus' expertise in document management helped to devise a plan that would minimize risks, increase productivity and deliver a scalable solution in a timely manner.

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## On-premise Scanning

The sensitive nature of the information in these documents precluded 3SG Plus from transporting the documents to its state-of-the-art facility. Over the course of 16 months, 3SG Plus' document managers worked three shifts a day to complete the scanning and indexing of documents in the Court's premises.

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## Document Indexing

Scanning by itself addresses the need to preserve documents. However easy search and retrieval is not possible without appropriate indexing. The FCMC records were sorted and indexed by case number, name and document type. By implementing a comprehensive indexing process, 3SG Plus enabled FCMC employees to retrieve documents at a faster rate.

# RESULTS



## 01. ELIMINATION OF FIRE HAZARD

The elimination of over 45 million paper records addressed the immediate fire hazard and also ensured the risk of loss in a natural or man-made disaster was mitigated.



## 02. COST SAVINGS

The need for the significant storage space that 45 million records took was obviated. This resulted in cost savings from both the space and productivity gains.



## 03. PRODUCTIVITY GAIN

The biggest benefit of this project was the productivity gain for court employees. They were able to retrieve the desired case documents, rapidly and with ease. By converting the paper documents to electronic formats, employees saved time and energy.



## 05. INCREASED COLLABORATION

This also allowed more than one court employee to be able to retrieve a case file, in a way that physical documents in a box never could. This resulted in a more efficient process and helped employees collaborate better.



**The team's expertise was evident in its seamless execution of the project, making storage and retrieval easier. Thanks to 3SG Plus our employees are saving time and retrieving documents 20-times faster."**

Lori M. Tyack

Clerk, Franklin County Municipal Court





*Thanks!*

**Enjoy The  
Peace Of Mind**

**2020**

# **CASE STUDY**

**3SG Plus**

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