



CASE STUDY: SNAP SHOT

Government sector uses ViewONE to enable fast, efficient business processes internally and provides external clients with the ability to view research files and photographs



Company FACT FILE:

New York State Office of Parks, Recreation and Historic Preservation, State Historic Preservation Office (SHPO)

Geographic Location

Waterford, New York, USA

Industry Sector

Government

Products Purchased

ViewONE

Company PROFILE :

The New York State Historic Preservation Office (SHPO) helps communities identify, evaluate, preserve and revitalize their historic, archeological and cultural resources. The SHPO administers programs authorized by the National Historic Preservation Act (1966) and the New York State Historic Preservation Act (1980). These programs, and the Statewide Historic Resources Survey, New York State & National Registers of Historic Places, federal historic rehabilitation tax credit, Certified Local Government program, state historic preservation grants program, state and federal environmental review and a wide range of technical assistance, are provided through a centralized team of historians, architects, historic preservation professionals and archaeologists. The SHPO works with governments, the public, educational and not-for-profit organizations to raise historic preservation awareness, to instill in New Yorkers a sense of pride in the state's unique history and to encourage heritage tourism and community vitalization.

1. Challenge to overcome

The imaging program we were using, Laserfiche, proved not to be a good fit for our needs or those of our constituency. We were looking for a replacement that would be easy to use and integrate, easy to maintain, and most of all, cost effective from the stand point of start up and client use.

2. Daeja's Solution

We ultimately built our own imaging program using ViewONE as our viewer both on our Intranet and Internet programs.

3. Benefits to NYS Office of Parks, Recreation and Historic Preservation

Internally, the time savings from providing staff with documents at their desk top, rather than having to go to and search through the physical paper files, saves hundreds of hours annually. When we launched our external program, to provide clients with the opportunity to view our National Register research files and photographs, we were the first state in the country to do so.



US Sales Office - Daeja Image Systems, 20 Park Plaza, Suite 445, Boston, MA 02116-4399

Tel: 617 948 2568 Fax: 617 249 1888 Web: www.daeja.com

UK Head Office - Daeja Image Systems Ltd, London House, High Street, Stony Stratford, Milton Keynes, MK11 1SY

Tel: +44 1908 563007 Fax: +44 1908 567833 Web: www.daeja.com

© Daeja Image Systems 2007. E&OE.



CASE STUDY: IN-DEPTH

Government sector uses ViewONE to enable fast, efficient business processes internally and provides external clients with the ability to view research files and photographs



The INTERVIEW :

Please introduce yourself and explain what your job role is within the company?

My name is John Bonafide and I'm the Project Manager/Historic Preservation Services Coordinator at New York State Parks and Recreation.

How did you go about sourcing us, where did you find us?

The program development contractor we hired to build our imaging program selected your product.

Describe how ViewONE is integrated into your workflow

Internally, ViewONE provides 25 professionals in our office with nearly 5,000 research document at their desktop. Before implementing this program, staff were required to search paper files and rely on corporate knowledge to answer questions. Now our program provides them with a fast and easy to use search engine with a viewer that gives them flexibility.

What back end system do you have?

We had used several proprietary programs including FileNet. We ultimately developed our own.

Did you set out to look for a replacement for an existing viewer? If so, what compelled you to look for a replacement?

Yes. The imaging program we were using, Laserfiche, proved not to be a good fit for our needs or those of our constituency. As a result, we ultimately built our own imaging program using ViewONE as our viewer both on our Intranet and Internet programs.

Did you investigate any other lightweight viewer developers?

No. Our programmer was absolutely sold on your product.

When you made your purchase from Daeja, what proved to be important factors in the decision?

We relied on our program developer to incorporate a solid viewer for our program. It needed to be easy to use and integrate, easy to maintain, and most of all, cost effective from the stand point of start up and client use.

What would be your evaluation of Daeja's Support and Service Levels?

We have been using Daeja for a few years now and the fact that we have not yet had to rely on your support program speaks volumes about the simplicity and versatility of the program.

In what way/s does ViewONE benefit your business?

At a high level, ViewONE is easy to use, has a clean look, simple controls, good support and is cost effective. Internally, the time savings from providing staff with documents at their desk top, rather than having to go to and search through the physical paper files, saves hundreds of hours annually. When we launched our external program, to provide clients with the opportunity to view our National Register research files and photographs, we were the first state in the country to do so.



US Sales Office - Daeja Image Systems, 20 Park Plaza, Suite 445, Boston, MA 02116-4399

Tel: 617 948 2568 Fax: 617 249 1888 Web: www.daeja.com

UK Head Office - Daeja Image Systems Ltd, London House, High Street, Stony Stratford, Milton Keynes, MK11 1SY

Tel: +44 1908 563007 Fax: +44 1908 567833 Web: www.daeja.com

© Daeja Image Systems 2007. E&OE.