



OVERCOMING INFORMATION CHAOS: THE CITY OF BELLEVUE'S GOVERNANCE INFRASTRUCTURE TRANSFORMATION

PROFILE

CLIENT

City of Bellevue: the fifth-largest city in Washington, with a population of more than 130,000. Known for its bustling, high-tech downtown and charming neighborhoods, the City is a culturally vibrant destination that boasts excellence in commerce, arts and education.

INDUSTRY

Local Government

CLIENT WEBSITE

<https://bellevuewa.gov/>

PRODUCT

Gimmel Records

CHALLENGES

- Simplify ECM for multiple content solutions and repositories
- Reduce support and maintenance costs of existing ECM
- Reduce risk of content mismanagement

RESULTS

- Leveraged SharePoint to drive down overall ECM/RM costs
- Increased end-user productivity through improved access and search
- Reduced risk and cost of noncompliance through centralized governance

BACKGROUND

The City of Bellevue was experiencing uncontrolled information growth across their organization. As a result, their compliance environment was under undue stress. IT was dealing with multiple content solutions and repositories already in place. The number of disaggregated systems increased the City's IT costs in administration and infrastructure maintenance, and the risk of being unable to find content and its potential mismanagement were mounting concerns.

With increasing records management requirements, the City needed help in establishing a technology solution to help implement their information management requirements. They also need to ensure scalability over the next five to ten years. To overcome these obstacles, Bellevue required assistance in creating a governance infrastructure for all its documents, content, and records to meet changing needs, ensure compliance, reduce IT's workload, and reduce increasing costs.

SOLUTION

Gimmel focused on helping the City of Bellevue use SharePoint as the solution standard for collaboration and compliant records management. Redirecting the high cost of support and maintenance of the existing Oracle Stellent system to the implementation of records management in SharePoint, Gimmel helped the City lower its costs and provided a solution better aligned to Bellevue's needs in content and records management.

"This project would have been much more difficult and costly without Gimmel's deep expertise in SharePoint Records Management and the software solutions we have deployed."



KYLE STANNERT
Public Records
Manager,
City of Bellevue



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SOLUTION CONT'D

Although the City was not new to SharePoint, Bellevue had never used the application in a structured manner for content and collaboration. Therefore, knowledge transfer proved to be critical to the solution's success. As a Microsoft Gold-Certified Partner with deep SharePoint expertise, Gimmel ensured that the City understood all key concepts, nomenclature, and the design considerations that made up the solution. Gimmel's deep knowledge of SharePoint, coupled with a focus on managing the lifecycle of content and records, ensured a full understanding of the City of Bellevue's requirements, significantly reducing the time it took to implement the solution to improve access and governance through centralized records management in SharePoint.

The City used Gimmel Records in combination with Gimmel implementation services to build on a SharePoint foundation and created a full-featured, Department of Defense (DoD) 5015.2-compliant records management solution for the City. The solution provides centralized creation and management of record retention policies for content stored across SharePoint Record Centers. With Gimmel services, the City was able to enjoy a well paced deployment and adoption of the new system.

SOFTWARE AND SERVICES USED

Gimmel configured an environment for enterprise content and records management using:

- Gimmel Records to ensure secure management of the organization's most critical and valued information. An intuitive file plan tool facilitates creation, application, and maintenance of record retention policies – no coding required.
- SharePoint

RESULTS

Gimmel was able to reduce the City of Bellevue's organizational risk through centralized governance and records management – all at a cost lower than the maintenance payment of Bellevue's legacy system." says Kyle Stannert, Public Records Manager, City of Bellevue.

The City has benefitted from an increase in overall productivity, as employees transition from legacy systems and experience freedom from the hassle of using multiple systems. All data sources within the City will soon be connected, creating a single system of unified policy management. The SharePoint-based, certified records management system serves as a successful, lower-cost replacement to the City's legacy systems. The system also allows Bellevue employees to experience improved search and access through SharePoint managed content types and required metadata fields for content created and saved in a managed environment.