

CASE STUDY

Complex System Misses the Mark

City of Mississauga

How the City of Mississauga's transition to a new system helped them save time, money and enhance their capabilities.

The City of Mississauga, located west of Toronto, is Canada's sixth largest city with a current population of 630,000. The city has more than 20,000 businesses and 52 Fortune 500 corporations have their head offices in Mississauga. The City of Mississauga needed a flexible, comprehensive, and easy to use records management system. This included administering many active records rooms within departmental divisions, an in-house records center, a small secure vault, and an off-site facility. Additionally, records are stored at a commercial records center for vital records and disaster recovery purposes.



"OmniRIM offered a simple product-one that was easy for users to learn. I was impressed by the seamless way OmniRIM 'married' the active records and the management of the records center boxes & shelves." - Joan Rockall, Supervisor, Corporate Records

The City of Mississauga has complex and challenging records management requirements. The City has approximately 40 dedicated records staff, in 5 different departments in various locations who use the system on a daily basis. Over 600 users are able to search and request retrieval online, although many staff use the services of dedicated records staff. The City of Mississauga has a classification system comprised of 16 primary and over 400 secondary groups - with some records having tertiary and quaternary levels of classification.

In 1999, the existing complex legacy system needed

to be replaced due to Y2K compliance concerns. The City had a very tight time frame for implementation, and required customization of several specific operational functions.

The Solution

The City initially purchased the OmniRIM® 32-bit Windows version for Oracle® software package and, as part of the OmniCARE Premium Support Package. This year, OmniRIM Solutions provided an upgrade to the OmniRIM Enterprise Windows Web-Based Edition, free of charge.

The supervisor of corporate records and her team selected OmniRIM for the following reasons:

- Cost Savings - A major factor for the City was the lower site license costs of implementing OmniRIM's record management solution. In 1999, the other products the City considered were significantly more expensive due to the 'per seat' costs.
- Ease of implementation and vendor support for implementation - OmniRIM Solutions was able to deliver the new system in just three months - meeting the City's tight timeline for Y2K compliance. OmniRIM customized the system to meet the City's specifications. The City of Mississauga was able to implement the new system with just two employees, the IT Project Manager and the Records Supervisor, and with very minimal disruption to normal operations.
- Ease of legacy data migration - One of the key reasons the City of Mississauga chose OmniRIM was because it operated similarly to their old system, which had been developed in-house in 1986. This meant that staff did not have to change their processes. Staff imported the records into the new system easily and OmniRIM provided support by tweaking the software to ensure the retrieval and re-filing of records went efficiently.
- Ease of use - City staff quickly became comfortable

with the new system due to its similar configuration. There were no major changes to operational processes and this was a major benefit in reducing training time. While the old system operated similarly, the new OmniRIM system was much more effective - offering greater flexibility, greater search capabilities, as well as allowing staff to implement more advanced processes. For example, the destruction of old records used to involve searching manually for the records and producing an ad hoc report. OmniRIM offers various reports with a higher level of accuracy and it is easy to find anything that has been missed.

Responsive and effective technical assistance with support issues. During development and implementation, any problems affecting operations were resolved quickly. OmniRIM Solutions sent updates and fixes by email and these were easily applied by the City's IT staff. Most importantly, OmniRIM Solutions took the time to understand the issues facing the City and offer solutions that worked.

Benefits

The City of Mississauga now has a user-friendly records management system that effectively and efficiently manages its records. Key results include the following:

- Improved accessibility to information and easy retrieval for professional/technical staff
- Improved management of active and inactive records, in one seamless system
- Expanded search capabilities, due to space available for information related to records
- Variety of search methods and easy request function for retrieval
- Improved operations and management of Active Records areas and Records Centre locations, due to the flexibility of OmniRIM
- Time savings and high degree of accuracy due to bar code reader technology for processing of records · User friendly, easy to learn system reduces training requirements

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