

Local Government Office Streamlines Document Workflow and Processes with AIS and FileBound

The Uvalde County Elections Office in Texas integrated Upland Software's cloud-based workflow automation and document management solution, FileBound, into their document management processes, using its layered capabilities to increase efficiency, enhance security, and bolster employee productivity.

Business Needs

The Uvalde County Elections Office, in partnership with Access Imaging Solution (AIS), began to examine ways to improve the process of voter registration and information management in 2008. Due to increased employee hours gathering and maintaining information, time and money spent mitigating human error, and cost of printing and storing physical documentation, there was a need to find a more cost-effective, technologically savvy solution.

The Solution

With support from AIS, the Uvalde County Elections Office implemented FileBound in 2008 to improve and standardize their voter documents by scanning them and making them easily retrievable in an electronic format. This upgrade immediately helped ease the burden of manual processes from existing staff, and greatly increased the time needed to process new voter packages. In 2016, the Elections Office upgraded to the cloud-based FileBound Enterprise solution.

Benefits

- Secure, cloud-based storage with redundant backup to aid in disaster recovery; original voter registration packages are available anywhere with internet access.
- Updating information from the state is now as easy as uploading a file.
- Receiving new voter applications no longer requires costly time and printing. The ability to create online forms improves public access and automates processing duties.
- Ability to create different projects in FileBound to store documents other than voter registration packages, such as ballot by mail applications, and others.
- Cloud-based storage has reduced cost of physical storage of documents.
- Employee workflows can be automated, and information is easily searched and retrievable to permissioned users, saving time and money.



The Uvalde County Elections office has the responsibility of maintaining all paper and database information for each registered voter in the county. In 2008, Access Imaging Solution (AIS) was hired by the Uvalde Tax Assessor to scan their paper voter registration packages. At this time, the Tax Assessor's office purchased a FileBound Express box to store these documents electronically. With the creation of the new Uvalde County Elections Administration office in 2016, the new Elections Administrator decided to upgrade the in-house FileBound Express box to a cloud-based FileBound Enterprise System.

INDUSTRY: County Government
LOCATION: Uvalde County, Texas
WEBSITE: uvaldecounty.com

FileBound Improves Productivity and Accuracy

New Voter Applications

Prior to automating processes with FileBound, Uvalde County received the new Voter Applications as one large combined PDF document, which required manual print out all the pages. Staff then had to cross reference with the current database to determine whether the voter already had an existing voter registration packet. If there was an existing packet, staff would manually scan the document into that packet. For new voters, staff had to create a new file by scanning the document and indexing all the pertinent information. This process was not only time-consuming, but resulted in duplicate voter files, errors in voter information, and increased printing and storage costs.

Information Updates in the Cloud

Before upgrading to the cloud-based FileBound Enterprise solution, when it came to updating voter information, the Uvalde County Elections Office would access current changes from their existing system, find the corresponding voter in FileBound, and then manually update the necessary information. Valuable resources were lost during this process.

Upon upgrading to the FileBound Enterprise solution in 2016, the Uvalde County Elections Office has simplified and standardized their processes. Staff now downloads their voter update file from their existing system every Friday, then transfers the file to AIS using a form in the secure FileBound portal. The file is then available to AIS in the Data Transfer project in FileBound. The AIS Solution Squad then uploads the current data to the Uvalde Registered Voter project using the FileBound Importer. The Importer automatically finds pertinent information in FileBound and updates the following fields: name, voter status, and precinct.

Upon implementing the FileBound Enterprise solution to work in tandem with their existing systems, the Uvalde County Elections Office quickly saw an improvement in process efficiency, accuracy, and employee productivity. Creating automated workflow benefits this office by allowing for an improved and more accessible online experience for Uvalde County voters, while simultaneously allowing employees to work faster, smarter, and more efficiently.

Results of implementing FileBound

- **Saves** hours of time spent printing, scanning, and indexing.
- **Eliminates** the cost of machine use, paper, and toner to print forms.
- **Removes** the factor of human error in the indexing process.

Results of implementing FileBound Enterprise Solution

- **Seamless** integration with existing applications and systems.
- **Hours of time saved** weekly searching for and updating current voters' information.
- **Removes** the factor of human error in the indexing process.

About FileBound

Upland FileBound delivers document and workflow automation applications that improve the operation of any organization by connecting users with the information they need to work more efficiently and effectively. With FileBound, customers can build automated workflow processes and centrally manage documents to improve compliance, collaboration and access to information.

About Upland

Upland Software (NASDAQ: UPLD) is a leading provider of cloud-based Enterprise Work Management software. Our family of applications enables users to manage their projects, professional workforce and IT investments; automate document-intensive business processes; and effectively engage with their customers, prospects and community via the web and mobile technologies. With more than 2,500 customers and over 250,000 users around the world, Upland Software solutions help customers run their operations smoothly, adapt to change quickly, and achieve better results every day.