Technology Panel & Discussion

Select Committee on Efficiency in Government

Interim Committee

62nd Montana Legislature

August 22, 2011

Flathead Valley Community College

Kalispell, Montana

Kalispell MONTANA

Flathead Valley Community College

CABLEVISION

Deloitte.

perceptivesoftware
a Lexmark company

Darren Knipp
Chief Technology Officer
Perceptive Software

As Chief Technology Officer and Vice President of Products and Solutions, Darren Knipp leads Perceptive Software product strategy, establishing the company's product and technical vision while leading all aspects of the software development processes. He plays an integral role in the company's strategic direction, development and future growth in the Enterprise Content Management (ECM) market.

Before joining Perceptive in 2003, Knipp was a Product Manager at Interwoven (now Autonomy). Prior to that, Knipp served as Senior Engineering Manager for Boeing and spent nine years as an officer in the United States Air Force, working as a Development Engineer on the Global Positioning System (GPS) and various NRO systems.

Knipp received a bachelor's degree in Aeronautical Engineering from the United States Air Force Academy and a master's in Aerospace Engineering from the University of Kansas. He also holds an MA in Business from Webster University.
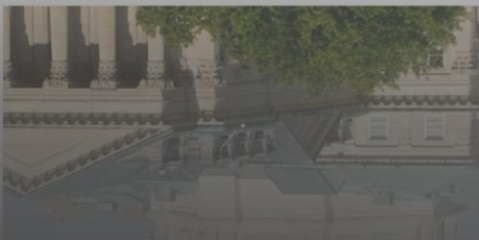
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Perceptive Software

▸ Founded in 1995 in Kansas City

▸ Enterprise content management software + solutions

▸ 2,500 organizations in 30+ countries

▸ 10-year compound annual growth rate of 35%+

▸ One of the 10 largest ECM providers in the world

Broad + Deep State + Local Experience

▸ Deployed in some level of State & Local operations in 38 of the 50 United States

▸ Experience ranges from Case Management, Courts, Law Enforcement, Health and Human Services, Public Works

▸ Some of the largest water utilities including American Water, Aqua America, and California Water Service

▸ Cities including Los Angeles, Charlotte, Birmingham, Raleigh, Arlington (TX), and Topeka

▸ Manage all HR records for the State of South Dakota, and operate in 9 agencies in the State of Kansas

Did you know…

…the *average* organization:

- Makes 19 copies of each document
- Spends $20 in labor to file each document
- Spends $120 in labor searching for each misfiled document
- Loses 1 out of every 20 documents
- Spends 25 hours recreating each lost document
- Spends 400 hours per year searching for lost files

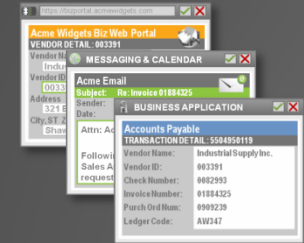*Based on a study conducted by Pricewaterhouse Coopers*

ECM Technology

Content in Context

- Capture
- Process
- Collaborate
- Protect
- Access
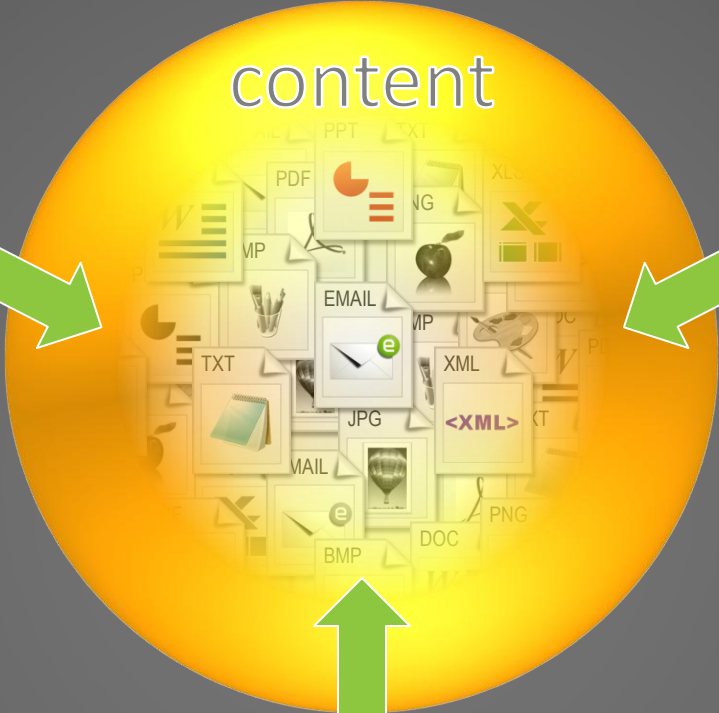
Content

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eForms
SUBMIT

SHAREPOINT

XML
<XML>

DOC

PPT

XLS

EMAIL

PDF

TXT

JPG

MPG

WAV

TIF

content

applications

processes

people

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Forrester Consulting

HELPING BUSINESS THRIVE ON TECHNOLOGY CHANGE

Prepared for Perceptive Software, Inc.
April 10, 2008

**Total Economic Impact™ Of
Perceptive Software's ImageNow**
Project Director: Jonathan Lipsitz
Contributor: Lauren Hughes

FORRESTER

NUCLEUS RESEARCH

June 2006   Document **G37**

ROI EVALUATION REPORT
IMAGENOW
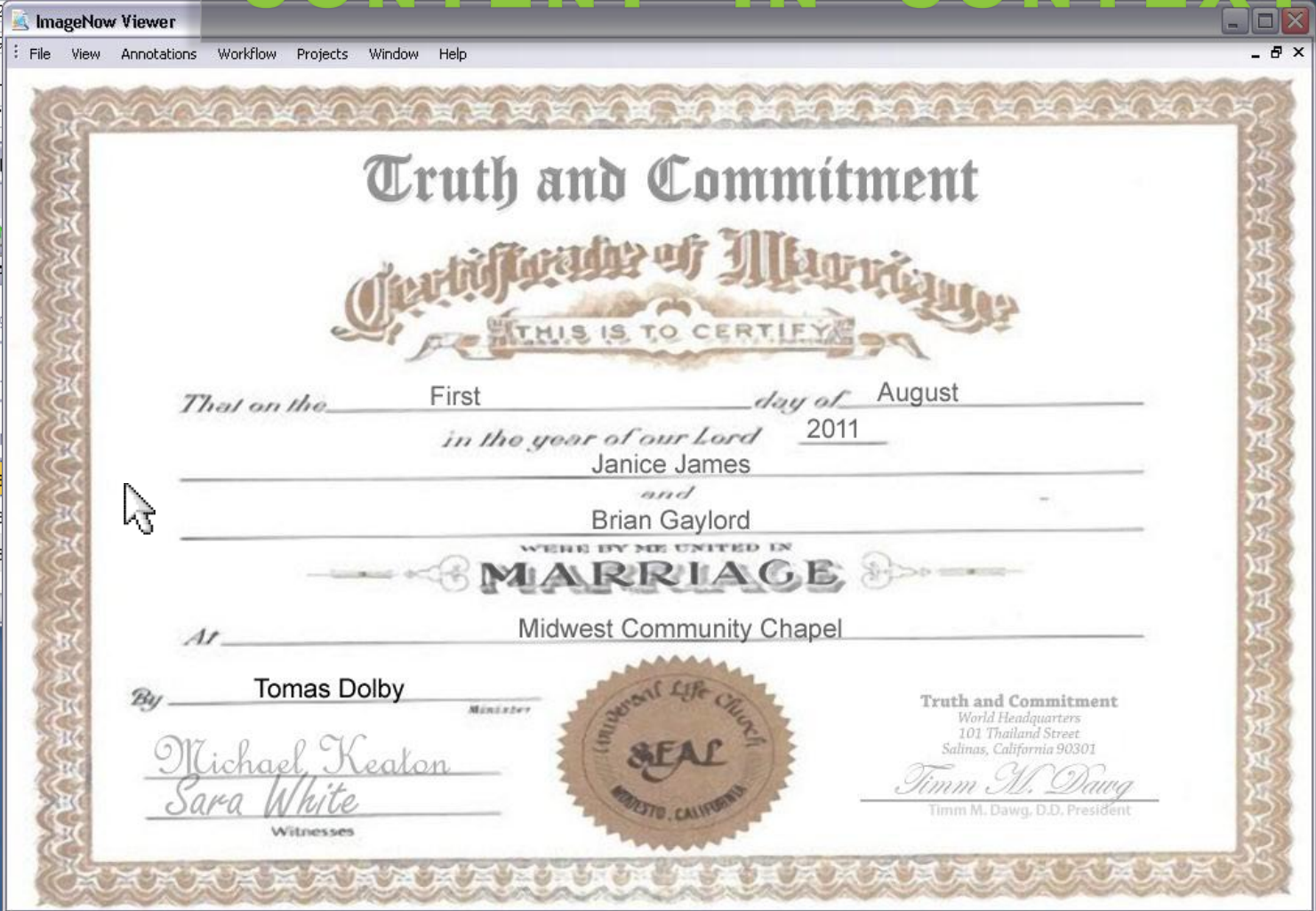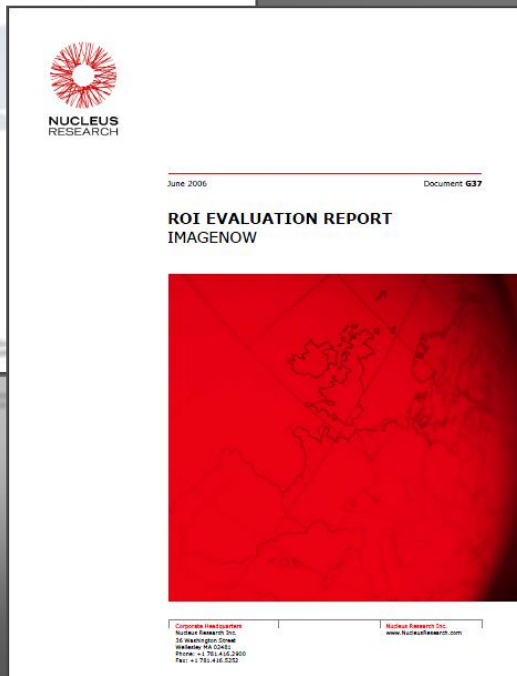
Higher Efficiency,
Faster ROI

Forrester and Nucleus report an
average payback period of
13 months

Success Stories

▶ Challenge:

- 16,000 Human Services employees across 39 counties facing reduced budgets and rising caseload.

▶ Action:

- Scanning of documents at point of receipt
- Auto-notifications to caseworkers
- Correspondence linked to digital file

▶ Benefit:

- Cross-county information sharing
- Constituent empowerment with kiosks

C4Yourself®

Access to Benefits. Simplified.

Success: Army National Guard

▸ Challenge:

- Slow paper processes delay treatment and reimbursement of soldiers

▸ Action:

- Electronic capture and routing of up to 45,000 medical records per hour
- Review and approval workflow for reimbursements

▸ Benefit:

- Access soldier's medical files any time, anywhere
- Reduce manual tasks and associated errors

Success: Kalispell Regional Medical Center

▶ Challenge:

- ■ Important medical tests becoming detached from the patient file.

▶ Action:

- ■ Medical images linked into the patient's record
- ■ Complete view of patient information.

▶ Benefit:

- ■ Comprehensive patient history with single click
- ■ Eliminate multiple request for patient personal data
- ■ Private data protected from unauthorized review

KALISPELL REGIONAL MEDICAL CENTER

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▶ Challenge:

- An expanding customer base led to an overflow of paperwork, inhibited productivity, and delayed customer service.

▶ Action:

- Link documents with claims forms
- Integration with existing host application

▶ Benefit:

- Collaboration among workers
- Avoid delays in claims processing

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▶ Challenge:

- Filing cabinets stuffed with paper

▶ Action:

- Digitization of contracts and reports

- Automate routing for review and approvals

▶ Benefit:

- Cut days from document processing

- Meet compliance regulations

- Protect documents from natural disasters

Your Co-op
Flathead Electric
Community...Integrity...Reliability

Opportunities

- Secretary of State

- Department of Motor Vehicles

- State Auditor's Office

- State Courts

- All Agencies – Accounts Payable

Innovation > > > Efficiency

☒ Conventional ECM	▷ Innovative Approach
✕ Complex integration requirements	✓ Non-programmatic integration options
✕ Complicated setup & admin	✓ Empowered administrators & users
✕ Competes with existing systems	✓ Complements existing systems
✕ Confusing user experience	✓ Intuitive user experience
✕ Limited store and search model	✓ Content in context

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