

# Clackamas County wanted to move to a stable platform by upgrading the Application Xtender software before advancing to any additional applications in their Imaging System.

After observation, Integra determined the current platform of AX Clackamas was using was technically stable. The majority of technical issues and instabilities that were being experienced by Clackamas were resulting from outside factors of application design, user and security design, install deployment and possible database inconsistencies.

## SOLUTION

To improve the effectiveness of the upgrade, Integra recommended that the factors causing the technical inconsistencies be resolved before moving forward with the upgrades. This included removing redundant index information through consolidation and redesign of applications in each of the nine departments; readdress the capture solution of each application; consolidate the index field information; bring database record counts, orphaned data tables and invalid database ownership record counts into a consistent mode; establish a security and backup structure; establish policies for retention and purging of different record types; design system for future growth.

Deployment of the recommended changes, has allowed departments to save considerable labor required for filing and retrieving as well as the paper and equipment costs required to make copies for distribution. Additionally it reduced the overall floor space required for paper files in each department and eliminated the need to send paper records to records storage.

## BENEFITS

- Allows for easy administration and support of the system
- Builds confidence in the system
- Reduced manual time spent by the departments filing and retrieving documents
- Data and images backed up properly
- Built a structure that encourages the departments to use what is in the system
- Allows for easy deployment of additional applications and users
- Decreased the current operating cost of the system including administration, input and retrieval costs



## GOVERNMENT



Application Xtender®

## CUSTOMER

Clackamas County

Implementing change within  
9 Departments,  
one at a time

*“Where are we now and where are we going? Surprises abound. A year ago I would never have believed that our very paper intensive personnel department would be scanning employee records and benefit files, let alone be a model for other county departments to follow”.*

**Charlie Killian**  
**Records & Information Technician**