

Mayo County Council

Council Services

Case Study

Client Profile

Mayo County Council provides a Range of services including economic development, protecting the environment, fire protection, agricultural services, planning, road maintenance, enhancing the cultural and artistic life of the community, motor tax collection, provision of housing and the registration of elec- tors.

- **Industry: Public Sector - Council Services**
- **143 Branch Offices throughout County Mayo, Ireland**
- **1,200 employees serving a population of 130,000.**
- **Department: Planning, Libraries, Social Housing and throughout the Council.**



Mayo's Process

As a Council, Mayo serve a population of 130,000 which involves processing a huge amount of paperwork relating to planning applications, which go as far back as 1963, A3 drawings, photos, forms, public notices, financial documents, annual reports, housing documentation etc. In a document challenging and heavily regulated environment, Mayo need to ensure that all documents are stored securely and can be easily accessible for compliance and audit purposes, together with quick retrieval of information for all staff.

With tighter regulations in force, the Council are required to keep building and regulation drawings to support planning applications, which has significantly increased their document storage requirements. As a result, the decision was made to look at implementing a document management system to streamline business processes and eliminate costly paper storage options.

Background

In 2014, The Local Government Reform Act 2014 was implemented. The services previously provided by the Town Councils were amalgamated and meant that the three town councils were developed into four larger municipal Districts covering the whole county.

With planning and finance being the main departments at the Council, various regulators such as the Health & Safety Authority, Building Control Authority, Town and Planning Act 2017, Mayo required a digital solution that enabled them to safely store all documentation in digital file cabinets. They also wanted to be able to display notices online for all the public to see such as submitted planning applications, what's going on in their area, Shared information etc.

Mayo needed a solution to their paper problem - staff were finding it difficult to access information as there was paper everywhere. Site visits involved taking files out of the office which was insecure and problematic if people in the office required access.

Objectives

- Ability to view a planning application file structure to see where the application is up to
- Remote access and storage
- Centralised and transparent workflow
- Ability for the software to handle various document types such as maps, drawings in high detail
- Document security
- Ability for service users to directly access public documentation
- Improve collaboration between Mayo and their suppliers
- Reduce Data Entry and manual processes—reduce errors and risk
- Reduce document queries from the public
- Provide clear compliance through audit trails and transparency

Diagnosis

DocTech worked with Mayo over two days, scoping and drawing up bespoke workflows to streamline their business processes, before targets were set for the installation.

Mayo required all paper documents and emails across each department to be scanned, captured and stored in a centralised document repository. This would give staff access to up-to-date information from any location and provide email notifications on changes to documents linked to projects immediately as required.

Mayo County Council System

Mayo County Council use DocTech's solutions company wide with over 1.2 million documents securely stored in their system and around 1,000 per month being stored currently. With an average of 250 documents flowing through the business per week via paper and digital means, staff have immediate access to documents and data including:

- Property and tenant details / Planning notices and applications, New building projects
- Photos and architectural plans / Contracts
- EIA – Environmental impact assessment: A3 A4 maps
- Health and safety notices / Finance documents and legal notices
- Motor Tax & Library documentation / Fire Protection documents

Integrations

- Word, Excel, Outlook
- Website
- Planning System – I-Plan Software

DocTech Solution

Mayo allocated two members of staff to take responsibility during the roll out of the system. They were able to manage this alongside their normal work so there was little or no disruption. They appointed the Technical Manager as the Project Lead. Targets were set for the installation of The DocTech Solution following a roadmap and planning session. Staff were shown how to use the system during the training sessions and all new members of staff are now trained to use the system as part of their induction.

"Staff use the system constantly - it is widely liked and appreciated that we have great systems for storing and retrieving our documents. Staff accept that it enables them to work efficiently and with ease of access to information".

Mayo County Council

Benefits

- Staff have access to their permitted documents in a secure way
- Mobile working for staff via remote access to information
- Centralised and transparent workflow
- Service users access information in real time - even out of office hours
- Improved internal and external audit processes
- Reduction of paper, print and storage costs
- Reduction of data entry and data query emails and calls from the public
- Ability to view high level detail such as the maps, drawings, conditions
- Notifications of when documents need to be updated
- Improved sharing of information between staff and external parties

ROI

“What kind of cost savings have been realized? The initial investment has saved us a fortune in printing, scanners, printers, paper, stationery, postage and wasted time. Information can now be viewed on tablets outside of the offices so people are never held up by not having access to the information they need to do their work. The time, effort, the printing and paper costs. It’s a huge saving for us and we are so much more effective.

We went with DocTech because their solutions are versatile with the ability to handle various document types such as drawings. We have benefitted massively from having remote access and storage, high level security and the developed features such as the ability to view a planning application online to see where the application is up to. These systems have really improved our customer care for our service users and staff”.

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About DocTech

DocTech is a leading provider of ECM technologies and services, with clients throughout the UK and Ireland, varying in industry type, size and requirement. We have helping our clients for many years and have clients in all kinds of public and private industries. The solutions we provide enable clients to store, manage and share documents from one central location, speeding up retrieval times whilst maintaining high levels of security - ensuring maximum compliance with industry and government regulations. DocTech Solutions have enabled hundreds of companies to improve their business process performance, saving valuable time, money and staff costs since 1984.

DocTech has a wealth of experience within all departments from Finance, HR, Health & Safety, Contracts, Facilities, Planning and many more. The software benefits each department in different ways. We can help you evaluate your current document management situation and related costs, assess your needs and develop managed solutions that support your goals. We provide all installation, support and training.

Mayo now have more control over their information and documents. The DocTech Solution has created a seamless and clear business process, saving them large amounts of time and costs. Mayo has seen a huge increase in productivity and cashflow.

Installations involve qualified IT Engineers and a System Architect, all at hand to offer a technical consultancy to assist with your specific system requirement. We offer consultancy on all matters relating to the implementation of your document management solution. Our solutions are available in the Cloud, On Premise and also via a lease option.

For further information on how DocTech can improve processes for your organisation, please contact a member of the team on [0161 667 3390](tel:01616673390) or email info@doctech.co.uk.

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