

“The FileTrail solution has revolutionized the way our office tracks and locates files, making it simpler and more efficient. We immediately experienced a dramatic decrease of lost or misplaced files by utilizing FileTrail RFID.”

Diane Shepard

First Assistant
Office of the County Clerk
Fort Bend County, Texas

County Clerk, Fort Bend County, Texas

Office of the County Clerk Saves Money and Increases Workflow Efficiency with FileTrail RFID

Client Profile

Headquarters: Richmond, TX

Industry: Government

Fort Bend County is located along the Gulf Coast region in the U.S. state of Texas within the Houston—Sugar Land—Baytown metropolitan area. In 2000, its population was 354,452; in 2010, the population has immensely grown to 585,375.

FileTrail Implementation: 2010

FileTrail Products Implemented

- **SmartMobile** - The RFID SmartMobile is a portable handheld RFID tracker used remotely, to record tracking movement, conduct audits, or find missing files.
- **FTSynchronize™** - Configurable tools for clients who want to schedule unattended importing of data, such as users, items, requests, and other information from 3rd party systems.
- **RFID SmartPads** – SmartPads are placed on the desks of those who do the check-in and check-out of files. They can also be used for self-serve check-out stations.

FILETRAIL®

<http://FileTrail.com>

The Problem

The Office of the County Clerk in Fort Bend County, Texas was experiencing the costly consequences of using manual systems to locate case files. Employees were spending a large amount of time hunting for a single file, costing the county a considerable amount of money. The growing volume of files made the task of locating a specific file tedious and time-consuming. It was clear that the office needed an automated tracking system.

“We wanted a better way to track our files, locate missing files, and be able to do so more productively, our need for an automated system became more urgent with time” explained Diane Shepard, First Assistant at the Office of the County Clerk in Fort Bend County, Texas.

The Solution

FileTrail was selected after consideration of several other vendors, because it stood out in many ways. The advanced tracking features of the RFID Solution were exactly what the company was looking for in an automated system. However, one of the largest determining factors was hearing positive reviews from other Texas counties already utilizing the FileTrail system.

“We had been hearing good reviews from other Texas Counties about the FileTrail system, and FileTrail had features we felt would be useful to automate file tracking processing.” commented Shepard.



Finding Critical Files

Manually locating specific files was often a daunting task for the office of the County Clerk. File room staff would spend a large portion of their time hunting for a file, sometimes with no success. The FileTrail RFID SmartMobile has dramatically changed the way in which files are tracked.

FileTrail's portable SmartMobile reads both barcodes and RFID. The RFID technology allows staff to locate files from six to eight feet away like using a metal detector. Once RFID knows a specific file is known to be in an office, the Geiger Counter tool helps employees zero-in on the specific location of the file by beeping faster as they get closer. The SmartMobile has cut employees search time by at least 90% and has virtually eliminated the problem of misplaced files.

“FileTrail's SmartMobile has been one of the most helpful components of the FileTrail system. Tasks such as searching for files, which use to take up a large portion of our time,

Application Highlights

- Color-coded labeling saves labor by simplifying filing and retrieval.
- Users can create items, conduct records searches and initiate requests.
- The volumes within a file can be containerized and uncontainerized.

Key Results

- **User Adoption:** FileTrail was easily adopted by staff in training and production use because of its intuitive, friendly design.
- **Eliminate Lost Files:** Color-coded labels for new files are quickly and easily printed on a single strip label, dramatically reducing the labor to create a new file.
- **Time Savings:** Many hours are saved by automating file tracking.

Customer Insight

We selected FileTrail for its user-friendly interface, superior file tracking tools, and the knowledgeable staff. The solution has allowed our staff to search, identify, and retrieve files easily. It's eliminated the time staff used to spend manually searching for misplaced files. The ability to check files in and out in large batches using the RFID SmartPads from FileTrail has been a dramatic improvement over the manual system we had been using.

About FileTrail

FileTrail, Inc. is the leading provider of browser-based records management solutions and RFID technology to the Government industry. Agencies of all sizes turn to FileTrail to streamline case file tracking with the latest RFID technology and most configurable software. Headquartered in San Jose, CA, FileTrail has been providing these solutions since 2001.

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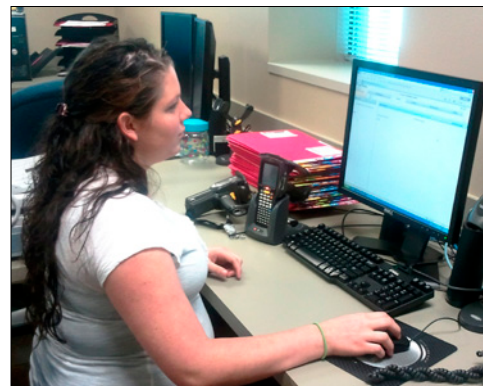
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can now be completed within seconds. It's simplified processes and improved efficiency in the office" said Shepard.

Saving Labor

Implementing an automated system to track files has saved a substantial amount of labor at the Office of the County Clerk in Fort Bend County Texas. Searching for files is now a task that can be completed in seconds with the RFID SmartMobile.

Checking files in and out automatically using the RFID SmartPads has also been a major contributor in saving labor. The RFID Smart Pads were placed on the desks of the employee who check-in and check-out files. This automated the process—not only saving the employee time—but automatically keeping track of which employees have checked a file in and out.



The FileTrail RFID Solution has allowed the office of the County Clerk to save labor by streamlining and simplifying processes which has in led to increased compliance.

"The ability to locate files quickly while increasing the speed in which we check files in and out, have been the biggest benefits we've experienced using FileTrail RFID," explains Shepard. "And as an added benefit, the FileTrail software also was very easy for the staff to learn to use."

Streamlining Processes

Before implementing the FileTrail solution, there were a number of inefficiencies resulting from the office's manual systems. Now with the FileTrail RFID Solution processes have become much simpler and easier. Employees now have advanced file-tracking features and powerful tools, including:

- **Chain of custody** - Giving employees the ability to view who the last person was to check-out a specific file.
- **Automated check-in and check-out of files** - RFID SmartPads automate processes and eliminated inefficient manual processes
- **Configurable search forms and results** - Providing employees with a more advanced search features
- **Multi-user access** - Allowing multiple users to simultaneously access a live database

Conclusion

The transition to the FileTrail RFID solution was simple and timely. The FileTrail team made the implementation as easy as possible by providing excellent support. Employees had an easy transition, thanks to the user-friendly interface and straightforward system.

Even after the implementation process, the FileTrail team continues to provide superior support whenever the office of the County Clerk in Fort Bend comes across any questions or technical difficulties ensuring optimal client satisfaction.

"Communication with FileTrail employees is quick and easy using their HelpDesk. Your ticket response has a link and the ticket notes attached. It makes it so much easier to be able to forward responses to others involved and know that they can read the update in the same e-mail" comments Shepard.

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