



# 2010 ImageSoft Government Summit

June 10, 2010

The James B. Henry Center  
for Executive Development  
Michigan State University  
Lansing, MI

**Program Guide**



You need the right ECM technology and the right software and support in order to automate workflows to be able to find data and to manage documents as they go through the process. That's where most of the efficiency gains come into play. It's the workflow and the process around managing it."

**John Miri**  
Senior Fellow  
*Center for Digital Government*



## Welcome to the Government Summit:

Given the many demands on and time constraints of those who work in the public sector, we're delighted that you opted to join us for today's Government Summit. We've worked very hard to make the Summit worth your time, and we are certain you won't be disappointed.

For today, we've tapped leaders from government and business to discuss their insights and expertise in helping you run a tight, lean operation. They'll share their innovative strategies for retooling business processes and streamlining operations. You'll hear from those who do it for a living and from those who've done it – successfully so – in their government organization.

You'll learn how they have cut costs, improved efficiency, saved time and money and about the tools that have enabled them to do so, and even, how to get funding for those tools.

New this year, we've added a selection of breakout sessions to provide you with solutions specific to various departmental needs and, at the same time, allow you to interact with your peers in like positions. We think you'll find these breakouts a valuable addition to the Summit.

Overall, our hope is that you will leave here today with strategies and tactics that you'll find worthwhile and applicable in your own organization, and with a better understanding of the value of enterprise content management (ECM) across the government enterprise.

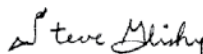
We hope you will enjoy the day, and thank you for joining us.



**Scott Bade**  
ImageSoft, Inc.  
President



**Michael Leidlein**  
ImageSoft, Inc.  
Senior Account Executive



**Steven Glisky**  
ImageSoft, Inc.  
Vice President,  
Government Solutions Analyst

# Welcome





# Thursday Afternoon

## Breakout Sessions

### Department-Specific ECM Solutions

1:00 p.m. - 2:00 p.m.	 ECM Lean Process Starts in the Mailroom <b>Rich Roy</b> , Vertical Specialist, <i>OPEX Corporation</i>	<b>A138/A141</b>
	 Creating a Paper-On-Demand Court <b>Scott Bade</b> , President, <i>ImageSoft, Inc.</i> <b>Mike Leidlein</b> , Senior Account Executive, <i>ImageSoft, Inc.</i>	<b>A169</b>
	 GIS-Centric Work Management: An Enterprise Approach <b>Brent Wilson</b> , Sales Manager, <i>Cityworks/Azteca Systems, Inc.</i>	<b>B113/B121</b>
	 How is New Software Technology Improving County Document Recording? <b>Pat Kelly</b> , President, <i>Document Technology Systems</i>	<b>A139/A140</b>
	 ECM Best Practices for the Prosecuting Attorney's Office <b>Steve Glisky</b> , Vice President, Government Solutions Analyst, <i>ImageSoft, Inc.</i> <b>John Goergen</b> , Director of Technical Services, <i>PACC/PAAM</i> <b>Bill Nichols</b> , Prosecuting Attorney, <i>Monroe County</i>	<b>A155</b>
	 Grants for Government – A to Z <b>Wayne Glass</b> , <i>CRA</i> , Director of Grants, <i>Schoolcraft College</i>	<b>A135/A136</b>
2:00 p.m. - 2:15 p.m.	<b>Break and Exhibits</b>	<b>Atrium</b>
2:15 p.m. - 2:45 p.m.	<b>ECM Across the Enterprise: The Value of a Full Enterprise Deployment</b> <b>Scott Bade</b> , President, <i>ImageSoft, Inc.</i>	<b>A169</b>
2:45 p.m. - 3:15 p.m.	<b>The Latest and Greatest from OnBase®</b> <b>Mike Bilardo</b> , Director of Government Solutions, <i>Hyland Software</i>	<b>A169</b>
3:15 p.m. - 3:45 p.m.	<b>Operational Efficiencies and Document Processing Operations</b> <b>William Fleszar</b> , Vice President Operations, <i>ProcessPoint, LLC</i>	<b>A169</b>
3:45 p.m. - 4:00 p.m.	<b>Break and Exhibits</b>	<b>Atrium</b>
4:00 p.m. - 4:45 p.m.	<b>Panel Discussion</b> <b>Communicating the Value of ECM; How to Sell It to the Boss and How to Fund It</b> <b>Wayne Glass</b> , <i>CRA</i> , Director of Grants, <i>Schoolcraft College</i> <b>Scott Bade</b> , President, and <b>Mike Leidlein</b> , Senior Account Executive, <i>ImageSoft, Inc.</i> <b>Phil Bertolini</b> , CIO/Deputy County Executive, <i>Oakland County, MI</i>	<b>A169</b>
4:45 p.m.	<b>Adjourn</b>	



## Keynote Speaker

**Phil Bertolini**, CIO/Deputy County Executive, *Oakland County, MI*

Oakland County Executive L. Brooks Patterson appointed Phil Bertolini as CIO/Deputy County Executive for Oakland County in January 2005. Prior to that, Phil served as Oakland County's Director of Information Technology. He began his career with Oakland County in 1988 with the Equalization Division. Phil received his Bachelor of Arts degree in Telecommunications from Michigan State University.

## Featured Speakers

**Bryan Beach**, Program Manager, *Michigan Manufacturing Technology Center (MMTC)*

Bryan Beach has been a Program Manager in MMTC's Lean Business Solutions program for 5 years. He has trained and mentored hundreds of Michigan manufacturers in the entire portfolio of Lean strategies and methods (e.g., Kaizen events, Standardized Work, 5S/Workplace Organization, Value Stream Mapping, Total Productive Maintenance, Culture Change, Team Building, Mistake Proofing/Poka-Yoke, and Cellular Manufacturing). He has recently become involved in Transactional Lean Office.

Prior to joining MMTC, Bryan had 10 years of manufacturing experience as a CMM Technician, a Quality Engineer and Prototype Technician. He also held the position of Lean Manufacturing Coordinator at TI Automotive.

**Jim Lautenschleger**, Business Solutions Officer, *South Central Michigan Works*

Jim Lautenschleger has over 20 years' experience in coordinating economic and workforce development projects throughout Michigan.

He has been instrumental in the development of the Business Solutions Professional process to address the challenges faced by employers that are experiencing problems causing lost profit and business or that need to hire and train new employees.

Jim also serves as a senior technical advisor for Michigan State University School of Labor and Industrial Relations in the development of curriculum to certify workforce education and economic development professionals in the BSP process.

## Additional Presenters

### **Scott Bade**, President, *ImageSoft, Inc.*

For over 25 years, Scott Bade has designed and deployed document management and workflow systems for some of the largest corporate and government agencies in North America. During that time, he developed, sold and managed a large number of custom document management products and projects. He is a Certified Document Imaging Architect and a charter recipient of the prestigious AIIM Master of Information Technology award.

Scott holds a Bachelor of Science degree in Computer Science from Western Michigan University.

### **Michael Bilardo**, Director of Government Solutions, *Hyland Software*

Michael Bilardo oversees Hyland Software's sales and marketing initiatives for Criminal Justice Solutions, Health and Human Services, Finance and Administration, Public Works, and Affordable Housing. He also manages the company's new software product developments that provide value for existing and new OnBase customers in government agencies at all levels.

Michael has held several positions during his career with Hyland Software, including industry manager for both affordable housing and health and human services solutions as well as team leader for government solutions. He is a Certified Document Imaging Architect and graduated with a Bachelor of Arts in Communications from John Carroll University and a Master of Business Administration from Baldwin Wallace College.

### **William Fleszar**, Vice President Operations, *ProcessPoint, LLC*

William Fleszar has more than 25 years' experience developing systems and application level software. He holds a Bachelor of Science degree in Particle Physics from Michigan State University. As early as 1985, William was involved in the development of foundation image compression algorithms, pixilation manipulation algorithms, and creation of optical device drivers and interfaces. He has been involved in hundreds of document management, imaging, workflow and document processing implementations for a wide range of U.S. and international clients.

William is certified in technologies such as document imaging (CDIA), knowledge management and business process management and has managed large-scale, complex document processing operations for the past 15 years. He is currently Vice President of Operations for Total Solutions, Inc., as well as Vice President Operations for ProcessPoint, LLC.



**Wayne Glass, CRA, Director of Grants, Schoolcraft College**

Wayne Glass joined Schoolcraft College as the Director of Grants in April 2006. Wayne is responsible for identifying grant opportunities, preparing proposals and administering funding that is awarded to the College, as well as day-to-day operations of the Development Office. He serves as the College's representative on the board of the Plymouth Road Development Authority in Livonia, Michigan. He has provided grant writing workshops to non-profit agencies throughout the SE Michigan community.

He holds a Masters of Business Administration from Auburn University and an undergraduate degree in Natural Sciences from Indiana University of Pennsylvania. He is a Certified Research Administrator (CRA).

**A.J. Hyland, President and CEO, Hyland Software**

A.J. Hyland is President and Chief Executive Officer of Hyland Software. He joined the company in 1993 and has held various positions since then. He was part of the Quality Assurance team until 1995 and then moved into the Sales Department. In 1997, A.J. was promoted to President of Hyland Software. In 2001, he was named CEO.

A.J. serves on the Board of Directors for Hyland Software. He also served on the Board of Directors of the Association for Information and Image Management (AIIM) for five years and was chair of the association in 2004. He was welcomed into AIIM's Company of Fellows in 2005.

A.J. earned a Bachelor's in Business Administration from Georgetown University.

**James McFarlane, CIO, Washtenaw County, MI**

James McFarlane is the IT Director for Washtenaw County, Michigan. In this role, James provides long-term strategy and operational direction for the organization's technical infrastructure. James also manages Washtenaw County's IT project portfolio to enhance effective management while meeting the organization's strategic business objectives.

James also leads several community projects such as the Wireless Washtenaw initiative. Wireless Washtenaw is a leading-edge, collaborative project which provides free and fee-based internet connectivity to residents within Washtenaw County.

James joined Washtenaw County in 2003, serving as Chief Deputy Clerk/Register. Prior to his work with the County, James was a Regional Account Manager for the NCR Corporation. James received his Bachelor of Science in Business Administration from the University of Dayton and his Masters of Public Administration from Eastern Michigan University.

# "Less" is the New Black

Slashed budgets and staff reductions have made "less" the new reality in state and local government. Doing more with less has become the norm, and ImageSoft provides the technology tools and workflow to make that possible.

Our product is the most widely deployed content management solution in counties throughout Michigan because saving time and money is *always in style*.

**Read about what ImageSoft has done for other counties and what we can do for yours at [www.imagesoftinc.com](http://www.imagesoftinc.com) or email [sales@imagesoftinc.com](mailto:sales@imagesoftinc.com)**



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40 Oak Hollow, Suite 120  
Southfield, MI 48033

## Exhibitors










# Breakout Sessions

Room A139/A140

## How is New Software Technology Improving County Document Recording?

Pat Kelly, President, *Document Technology Systems (DTS)*

As technology has continued to improve, DTS has applied those improvements to its latest new version of the TrakRecord product. Pat will discuss how these new technologies have provided improved efficiencies, added flexibility as requirements change in the office, and ease of use by the general public, thus allowing these offices to provide the best possible service to the community.

Room A138/A141

## The ECM Lean Process Starts in the Mailroom

Rich Roy, Vertical Specialist, *OPEX Corporation*

By reducing the activity, duration and the number of times a document is touched until it is scanned, what economies could your organization realize? How much more secure would your chain of custody and audited compliance be if you could kill the physical paper flow of a document sooner, in one step, with one touch? Learn how you can improve your lean office environment by shifting document scanning earlier in your process to your mail room, while increasing productivity.

Room A135/A136

## Grants for Government – A to Z

Wayne Glass, CRA, Director of Grants, *Schoolcraft College*

This breakout session will provide participants with an understanding of the grant process and how to successfully apply for grants to support a variety of needs.

Room B113/B121

## GIS-Centric Work Management: An Enterprise Approach

Brent Wilson, Sales Manager, *Cityworks/Azteca Systems, Inc.*

This presentation will discuss the approach and benefits of implementing a GIS-Centric Work Management System and will include examples from several clients who have successfully utilized this type of application.



**Room A169**

**Creating a Paper-On-Demand Court**

**Scott Bade**, President, *ImageSoft, Inc.*  
**Mike Leidlein**, Senior Account Executive, *ImageSoft, Inc.*

Information is critical to the daily function of the judicial system—at every level. Yet, the inability to readily access and share documents and data among the judicial system and other agencies is an oft-cited complaint of those who work in the field. Insufficient information puts people at risk, prolongs court proceedings and increases the cost of the judicial process. Learn how to alleviate the issues of document and content chaos within and between the justice department and related agencies, create a “paper-on-demand” environment and effectively restore order throughout the judicial system.

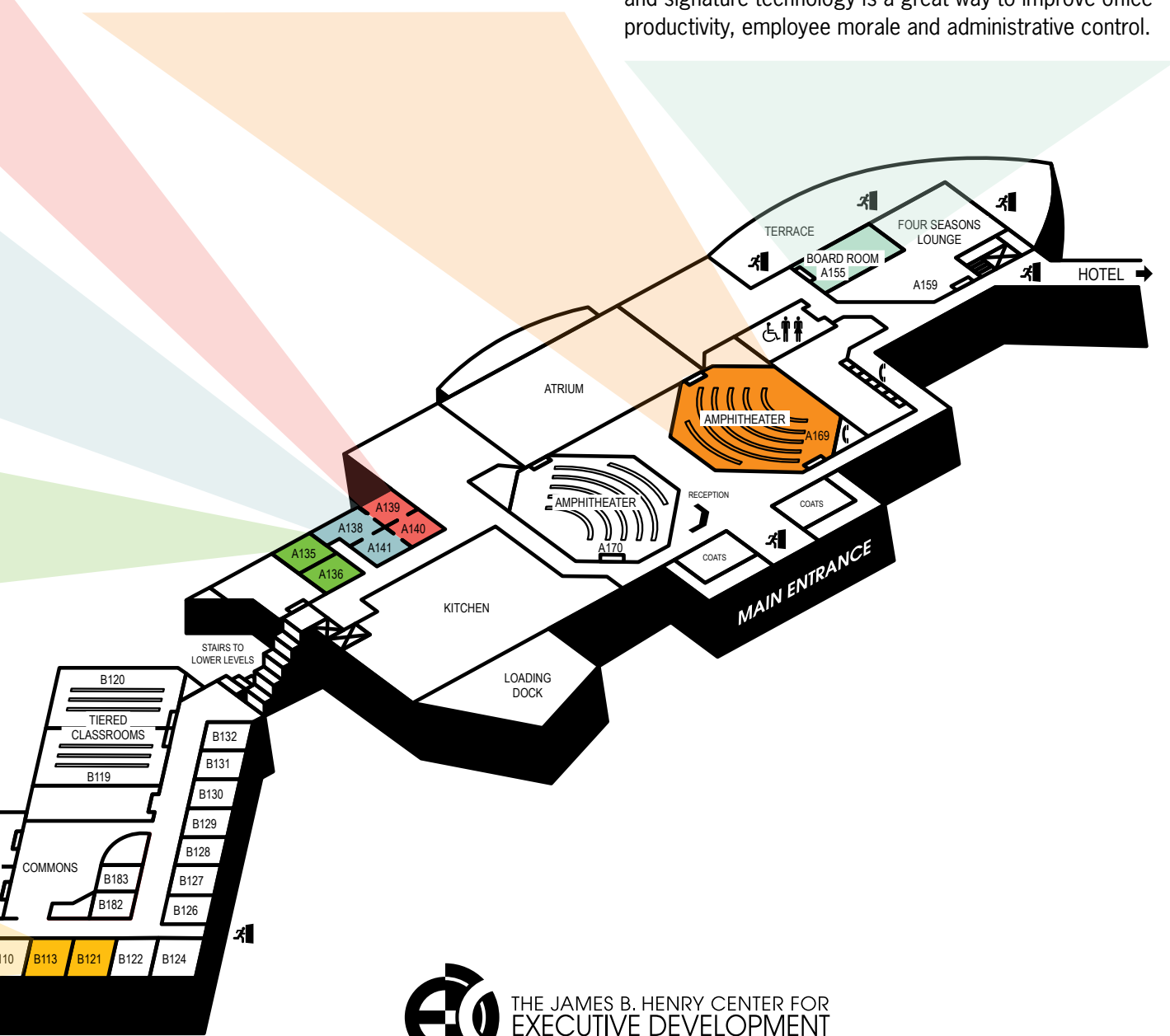
**Room A155**

**ECM Best Practices for the Prosecuting Attorney’s Office**

**Steve Glisky**, Vice President, Government Solutions Analyst, *ImageSoft, Inc.*  
**John Goergen**, Director of Technical Services, *PACC/PAAM*

This session will highlight ECM best practices for creating a super efficient PA office. It will identify solution building blocks for on boarding and screening prosecution requests, processing daily mail, docketing and prosecuting cases in the courtroom using notebook only.

We will review, in detail, several integrations for communicating with Law Enforcement Agencies, authorizing charges with Warrant Manual, exchanging information with PAAM ACT/JCT and Court CMS (JIS, etc.), and explore how eliminating paper with electronic workflow and signature technology is a great way to improve office productivity, employee morale and administrative control.



Breakout Sessions



Following the Summit, you will find all of the resources from today's event in digital format on our Web site at [www.imagesoftinc.com/government-summit.html](http://www.imagesoftinc.com/government-summit.html)



Available Resources Will Include:

- Speaker PowerPoints
- Video of the Day's Events
- Audio Podcasts of Breakout Sessions
- ECM in the Courts White Paper
- Collateral Material



Resources

HYLAND  
SOFTWARE



The  
**2010 OnBase**  
Training & Technology Conference

## Will We See You in September at the 2010 OnBase Training and Technology Conference?

Presented by Hyland Software, OTTC is the world's premier OnBase User Conference and the best way to leverage your technology investment. We encourage all our customers to attend this information-packed event.

**September 12-17, 2010**

Orlando Florida

Swan and Dolphin Resort

**Visit our exhibitors and enter to win a free pass to OTTC.**



If you plan to be at OTTC, also plan to keep Tuesday night open for **ImageSoft's infamous Tuesday Night Out** customer appreciation event. This is NOT your typical night out on the town!

We won't disclose all the details just yet, but to get your engines revved a bit, here's a clue as to what's in store...

***FASTEN YOUR SEAT BELTS.***  
**It's Going to be a Fun Night!**

Get gassed up and ready to go, because ImageSoft intends to show you *life in the fast lane* during TNO 2010.

**SAVE THE DATES**

**OTTC** September 12-17

**TNO** September 14