



City of Rochester

Rochester, MN

The city of Rochester, located in southeast Minnesota is the third largest city in the state, with a population of over 106,000. The city has a total area of just over 54 square miles and is the home of the Mayo Clinic.

“We have a productive and communicative working relationship with EO Johnson. They are business partners rather than a contracted vendor. Our data is now more usable, saving us time and effort. I am confident we chose the best company to meet our highly complex needs enabling us to effectively retain decades of information we would not have been able to manage on our own.”

— Rob Ronnenberg, Building Safety Department
City of Rochester



the challenge

Access to information and the ability to efficiently share it is vital to Government infrastructure. The City of Rochester, MN invested in a software system to digitize and manage day forward documents for multiple departments, making them more accessible and easier to work with. The challenge was all the paper records that they had accumulated up to that point. Getting this information into the new system was a key initiative. Additional reasons to digitize varied among the different departments. Building Safety, City Clerk, and Administration needed space to add staff and/or renovate—space occupied by paper records. Other departments such as Public Works and Human Resources had records that were accessed often, and by many people—getting them scanned into the document management software would create efficiency and cost savings. Over several years, departments such as Building Safety were then faced with relocating to a new building. With that move came the challenge of what to do with over one million standard size and large format documents that could not be included in the move. Multiple departments, each with their own unique types of records and needs.



the solution

The City of Rochester IT Department would begin by building the structure within the document management software for each department so that day-forward scanning could begin. The goal was to stop creating paper before starting the document scanning. Maximizing the funding allocated to scanning was also important. Rob Ronnenberg, Building Safety Department stated, “EO Johnson worked with us to identify areas that didn’t need scanning which will lead to greater savings.”

Each department and their records were unique. Collaboration with each department was key to not only meeting expectations, but to also identifying opportunities for automation. Database files generated from other core systems reduced or eliminated the manual process of hand key data entry. Multiple options for Quality Control enabled departments to customize how records were processed, giving more attention to the records that needed it most. Secure delivery of completed data with seamless integration to the document management software was essential. Extensive testing was done for each individual project and a standardized output format and secure delivery process was established. This helped minimize time spent by the IT Department working with completed digital files.

the results



Standardization: Records from multiple departments now organized in one standardized document management system.



Efficiency: Information is accessed more efficiently and can be shared both internally and with the general public.



Space: Office space once occupied by these records has now been reallocated to fulfill other needs.

by the numbers

- ✓ **Building Safety Department**
 - 2,239 total boxes
 - 3,383,312 total images
- ✓ **City Clerk** (standard and large format documents)
 - 169 total boxes
 - 369,512 total images
- ✓ **Public Works** (standard and large format documents)
 - 38 total boxes + 89 large format drawers
 - 67,591 total images
- ✓ **Water Plant** (large format documents)
 - 244 total images
- ✓ **Human Resources** (standard documents)
 - 97 total boxes
 - 249,064 total images
- ✓ **Administration** (standard documents)
 - 79 total boxes
 - 171,611 total images
- ✓ **Land Management** (standard and large format documents)
 - 330 total boxes
 - 493,710 total images