

# Chippewa Valley Electric Cooperative

Cornell, WI

Providing reliable and economically priced electricity to the rural areas, Chippewa Valley Electric Cooperative serves much of Chippewa County and small parts of Rusk, Taylor, Dunn, and Barron Counties. They have approximately 7,500 accounts and 22 employees.



“Moving all our documents to searchable electronic files was a big change. Through it all, EO Johnson was perfect—they walked us through the process doing everything they could do to ensure it was smooth and complete. Now everything is at my finger tips. As long as I have a computer and access to our VPN, I can work from anywhere.”

— Dean Ortmann, Office Manager  
Chippewa Valley Electric Cooperative



## the challenge

Chippewa Valley Electric Cooperative had a number of compelling reasons to move forward with a Document Management system. First, they were moving to a new facility and would no longer have storage space for old documents. Second, they submit a lot of reports to the government, and the government works electronically. And third, they needed a comprehensive way to scan and manage their documents.

The cooperative had started scanning documents themselves, but found the project outpacing what they were able to manage. Between the sheer volume of documents they had and the many different types of documents they dealt with, they knew they needed an effective way to manage their files as well as help with scanning their old records.




## the solution

With a sizeable amount of records previously scanned, the new document management system needed to migrate existing documents into it as well as scan all new documents. In developing the structure for the system, EO Johnson spent time with employees learning how they searched for documents, what documents were most commonly needed, and how documents could be categorized.


“At any given moment we could have people looking for documents in a number of ways—we may need a member file, need to track down a work order, or understand an easement,” said Dean Ortman, Office Manager, Chippewa Valley Electric Cooperative. “When we need a record, we typically need it now, so the structure of our system had to be easy and intuitive to understand.”

An important consideration was the amount of old documents the Cooperative had that needed to be scanned. With only 10 office-based employees, the Cooperative looked to EO Johnson’s document scanning group to properly scan their old files into their document management system. It was at times tedious work—with many small documents and some stapled to other documents the scanning team had to examine every document and separate them if necessary.


## the results



**Convenience:** Employees appreciate the convenience of having documents scanned and available electronically. They can enlarge the smaller documents on their computer screens and no longer have to separate stapled documents.



**Accessibility:** Multiple people can access the same file at the same time others are, and employees no longer have to walk to and from file cabinets.



**Efficiency:** “I hardly go to the safe now for documents, because everything is scanned, I can stay at my desk and retrieve documents by clicking my mouse.”