City of San Diego, Real Estate Department

The City of San Diego's Real Estate Assets Department manages the City's real estate portfolio, including stadiums, parks, libraries and other properties, as well as leases for hotels, office space and various other uses. One of the Department's key responsibilities is keeping extensive records on the properties, including land acquisition data, file maps, facility records, leases, legal documents, financial information, insurance certificates and correspondence.

The department faced a challenge: The majority of the property and lease back-files were in paper or CD format. This not only made it difficult for staff members to find and retrieve information, but it also left the records vulnerable to loss or damage.

The Department looked to DocuLynx for answers.

A Scanning and Archiving Solution

DocuLynx specializes in capturing information, managing it and presenting it for easy, secure access. For the Real Estate Assets Department, that meant starting with professional scanning services.

DocuLynx first tackled the Department's back-files, scanning an entire file room of paper into pdf documents. Through scanning, DocuLynx captured a total of 750,600 images, and transferred them to docHarbor Cloud ™, a hosted archiving solution that both manages information and makes it easily available for viewing.

With docHarbor Cloud™, users can access reports and documents via the Internet from a standard web browser, 24/7. The Department administrator controls passwords and access, ensuring information security. docHarbor Cloud™ can handle unlimited documents, so as the department's information needs grow, the system can easily scale to handle more files.

Most importantly, the digitized files were now safe in a secure, hosted environment with full disaster recovery procedures – eliminating the possibility that documents could be lost or destroyed by fire, flood or other incident.

docHarbor Cloud ™
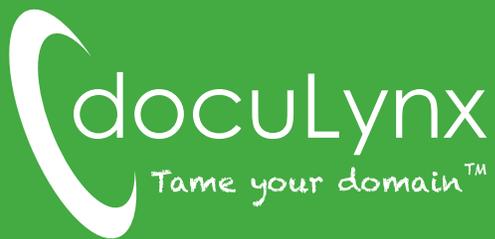
Streamlining Files, Improving Access

Now that all of its back-files are digitized, the Real Estate Assets Department continues to use DocuLynx to scan and archive new documents as they come in.

For staff members, this means that finding information is as simple as clicking through folders on their computers or mobile devices. The Department has gained back valuable space in its offices, simplified file retrieval and ensured that all files are safe and secure, offsite in docHarbor Cloud™.

> One of the best things about docHarbor Cloud™ is that users can access their information within one day of providing the original documents to DocuLynx for scanning.

DocuLynx transformed this agency's manual, outdated archiving process from one that put them at risk to one that created a competitive advantage. At DocuLynx, it's our mission to get our clients what they need, when they need it. After all, access IS everything.

Active Information Archive™ Solutions from DocuLynx

DocuLynx is the leading provider of Active Information Archive™ Solutions. We offer an end-to-end archiving solution that simply captures, manages and presents business critical information in one powerful platform.

Since 2004, DocuLynx has provided clients cloud-based archiving solutions that exceed regulatory compliance standards in a variety of high volume, high transaction industries including financial services, manufacturing and government.

Whether DocuLynx manages data in the cloud or behind your firewall, our integrated information management platform offers customers a highly scalable, yet affordable, world-class information infrastructure. This platform not only streamlines manual business processes, but also addresses regulatory and compliance demands using the best technology available in information management, content integration and cloud-based storage.