

&gt; Customer Success Story

## Tampa's Port Tests Document Management Waters

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— Ken Washington, Director of Information Technology

### Business Profile

#### Industry

Government/Transportation/Logistics

#### Organizations

Tampa Port Authority

#### The Challenge

- > No organized document management system
- > Files in Windows® environment in non-structured subdirectories
- > No security or managed routing capabilities
- > File searches tedious, consuming hours of time

#### Hummingbird Solution

- > Hummingbird Enterprise™ DM
- > Workflow

#### Key Benefits

- > Vastly improved ability to search and locate documents
- > Ability for users to set access controls to individual documents
- > Remote access via Web browser to documents, administration
- > Ability to route documents improves overall business functionality
- > Time searching for documents cut from hours to minutes

For more than a century, ships have been coming and going at the Port of Tampa, picking up and dropping off cargo on a round-the-clock basis. Currently, the huge vessels that ply its waterways move approximately 50 million tons of cargo each year, often on ships that stretch the length of several football fields.

Imagine, if you can, trying to find a single box of shoes aboard one of these ships, without any map or guidance telling you where to look first. You would be forced to open every container on every deck looking for a package that might not even say "shoes" on the outside. Even if you had 100 years, you might not have enough time to successfully conduct your search.

### Charting the Waters for an Electronic Document Management System

According to Ken Washington, director of information technology for the Tampa Port Authority, the dilemma described above was similar to what his staff faced when looking for documents in the port's previous IT infrastructure. "No type of document management system existed, and it had subdirectories that went from here to eternity," says Washington, who describes the setup as a bunch of loosely interconnected Windows-based systems.

That last measure of time, according to Washington, was one his staff was familiar with when trying to hunt down documents in the port's previous setup.

"The document storage procedure was cryptic — you had no idea what a file would be named or where it would be stored," says Washington, who adds that it often took his staff members up to two days to track down a single document. "You basically couldn't find anything unless the person who created the document knew where it was," he says.

Clearly, Washington knew that what the Tampa Port Authority needed was an electronic document management system, something that would not only bring order to its existing chaos but would also allow the port to move forward powerfully into the next century. Washington knew that the only answer was Hummingbird, with its powerful document management solution.

"I'd heard about the Hummingbird document management solution from Datamaxx Applied Technologies, a member of the Hummingbird Business Alliance. When we evaluated the software, it answered all the questions," says Washington. "It's everything you could ever want in a document management system."

## Guaranteeing Access to Regulated Data

According to Washington, the Port Authority's IT department provides the computing infrastructure for the wide range of businesses under the umbrella of the seaport, which is the twelfth largest cargo port in the US. While the movement of ships and the smooth operation of the docks are the most obvious daily concerns, there are also business issues dealing with tariffs, real estate, shipping permits, as well as construction of facilities. For all these business areas, the port was looking for a system that would support several discrete areas of functionality, including the tracking, encryption, and cataloging of documents — as well as their routing from user to user.

In addition to its internal desires for a better document-management system, as a government entity, the Tampa Port Authority was also under pressure to comply with the state's "sunshine laws," put in place to guarantee open access to all regulated data. "And when you have all that tonnage of cargo coming on and off your docks, you generate a lot of associated data," Washington says.

## Meeting the Port Authority's Rigorous Requirements

"And they keep everything here," says Washington, who claims to have recently seen a shipping document created in 1947. Currently, the port has more than 50 Gb of document files on one server and another 34 Gb on another server. Washington points out that the document management products from Hummingbird are the only software tools that could meet the port's rigorous requirements for managing, searching, and sharing all those records.

"We did look at some other document management systems, but they didn't have enough features to interest me," Washington says. He explains that one of the rejected offerings didn't have the ability to route documents between users. Another competitor's offering only allowed security rights to be set at global levels, and then only by an administrator.

With the powerful document management solution from Hummingbird, Washington points out that the Tampa Port Authority has unparalleled control over its documents. Key features for the port's business are the search and retrieval capabilities, which support document check-in and check-out, audit trails of document use, and multiple levels of document security and storage management. Washington says that the workflow-like routing feature is especially important, since port documents may often pass through multiple hands.

"It depends on the department, but sometimes you can get as many as five routes for a single document, with all the different people who either need to work on, approve, or take action from the document," Washington says.

And, there is no longer a need for administrators on Washington's staff to spend their time assigning security clearances for each and every document.

"With Hummingbird, we've empowered the users," Washington says. "The creators of the documents can assign access as they see fit. They can, for instance, allow someone to see the document, but not be able to modify it. Those users couldn't ask for a better world."

## From Hours to Minutes

On the administrative side, Washington has nothing but praise for the how easy it was to install the Hummingbird software, and how its Web client allows for greater user flexibility. According to Washington, the entire installation of the software took only a single week. And with the Web-client's ability to support access via a Web connection, that means that administrators and users don't always have to be at their desks in the office to access the document management system.

Does Washington like being able to log in occasionally from home? "That is so sweet," he says.

The biggest improvements, in Washington's opinion, can be found in the port's ability to search documents.

"Previously, it could take anywhere from four to sixteen man-hours to track down a single document," says Washington. "Now, it takes five minutes. It's pretty simple to realize that our return on investment in that one area alone has been great."



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