

## Utah Prepares for Olympics with Hummingbird

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— Karen Gross, *Imaging Specialist*

### Business Profile

#### Industry

Government

#### Organization

Utah Department of Transportation

#### The Challenge

- > Paper-based document management system was too slow, unwieldy for large highway construction projects
- > Extensive legacy information needed to be scanned and updated into new electronic document management solution
- > Multiple contractors and internal divisions needed access to data

#### Hummingbird Solution

- > Hummingbird Enterprise™ DM
- > Hummingbird Enterprise™ Imaging

#### Key Benefits

- > Rapid electronic document access allows for faster construction schedule
- > Users able to search for data using natural language, date ranges
- > All users able to access large (40,000+ page) documents quickly for document creation, review, and editing

As the agency in charge of building the state's roads, the Utah Department of Transportation knows quite well that behind the miles of any newly paved highway is an equally endless paper trail — constructed with the blueprints, contracts, regulatory filings, and all the other documents associated with billion-dollar road works projects.

For one recent project, the Utah DOT's request for proposal alone was a 40,000-page document. Facing a stepped-up construction timetable, the agency knew that if it stayed with its historic paper-based document management system, progress on the project might move as slowly as a wagon train. Instead, the Utah DOT turned to Hummingbird and Hummingbird integrator 5280 Solutions for a document management solution to get the agency's projects moving forward in high gear.

The Utah DOT's need for a better document management system started coming into focus in April of 1997, when the agency began a reconstruction project on a 17-mile stretch of Interstate 15 through the Salt Lake valley. The \$1.5 billion project came with a caveat: all work had to be completed by October 2001, so as not to affect traffic during the 2002 Winter Olympics, held in the greater Salt Lake City area in February 2002.

Karen Gross, imaging specialist for the Utah DOT, says that the agency implemented an innovative construction approach called “Design-Build,” in which construction starts and moves forward rapidly before final design plans are finished. Using Design-Build methods of rapid, constant interaction, construction times could be reduced by numbers of years. “Clearly,” Gross says, “a paper-shuffling management system wouldn't be able to sustain the proper communications pace needed to support the faster construction schedules.”

### Utah DOT Picks Winning Solution

“It was obvious that this project needed a state-of-the-art electronic document management system,” says Gross. After “stumbling a bit” by trying to shoehorn a project-management software package into its project needs, the Utah DOT in May of 1998 put together a more-complete document management RFP, under which Hummingbird emerged as the clear winner. “During the competitive RFP process, the document management solution from Hummingbird stood out because it was user-friendly right out of the box, and it had the ability to plug right in with our existing systems and applications,” says Gross.

“The I-15 project needed a system that would allow users to create, edit, and review critical documents that affected the scope, schedule, or budget of the project,” says Gross. The Utah DOT also needed to import all its existing documents from its previous systems into the new document management program, a task handled both electronically and by scanning images.

The document management solution from Hummingbird, along with Hummingbird imaging capabilities, was more than up to the task. Along with the help of 5280 Solutions™ ([www.5280solutions.com](http://www.5280solutions.com)) of Denver, CO, Utah DOT's document management system was quickly up and running, giving users throughout the project the ability to share and interact with documents in a manner not possible just by moving papers around.

"By August of 1998," Gross says, "the Utah DOT had a 60-user full working environment set up, complete with two dedicated scanning stations running imaging capabilities from Hummingbird 'working full-time' to capture older data into the new system. With help from 5280 Solution, not only was the document management software deployed, but all existing applications were also integrated."

### Rolling Down the Highway

Under the Design-Build process, it's imperative that all the different cogs of the highway construction system — which includes the Utah DOT's construction division, utilities and right-of-way groups, as well as internal and external contractors — have immediate access to all pertinent documents. According to Gross, document management software from Hummingbird not only allowed access to all groups, but it cut down significantly on the 'did-you-see-this' type of communications typical of such a large, interactive project.

"For the I-15 team, the response time to project correspondence was minimal because any member of the team could access the system and keep response documents moving," says Gross. Using the old paper-based system, searching for documents was often frustrating and unfruitful since the people who entered the data or filed the documents weren't always around to help locate the needed files.

"One person may have been the only one who knew how to find a certain piece of data," she says. "Sometimes, nobody else could find the information." With the new document management solution in place, search speed and functionality improved like a car moving from a rutted, dirt road to a smooth stretch of blacktop. Users at the Utah DOT quickly learned to appreciate the many benefits of the document management system, such as its support for natural-language and date-range searches.

"The ease of use was a big plus," Gross says. "With any new software, you always get that initial 'I don't want to change' from users. But with the ease of this program, our users took to it a lot quicker. They were glad they didn't need to know some funky computer language to conduct powerful searches." Gross and 5280 Solutions helped make things easier by introducing custom drop-down menus, another standard feature of all Hummingbird document management products.

### Next Exit — Statewide Implementation

Based on its success using the document management solution from Hummingbird for the I-15 project, Utah's DOT has now rolled out the software for several other projects, including the Legacy Parkway Project, which is improving highway access north of Salt Lake City. "Ultimately," Gross says, "the Utah DOT plans to install the software across its entire system, encompassing more than 1,400 users in several locations throughout the state."

"We foresee the Utah DOT having a document management system statewide that would share common indices across many libraries and many profiles," Gross says. "The capability to be able to search across these libraries is invaluable to an organization of this magnitude."

The drivers on Utah's highways are also grateful, since the power of document management and imaging software from Hummingbird has let the Utah DOT push its work tempo right to the posted limit.