



Customer Success Story | Government

Village of DeForest

Small village executes on big vision with OnBase

The Challenge

With a tight budget and only 53 full-time staff, completing projects was a bit of a tightrope act for the Village of DeForest, WI. The Village relies on outside contractors, ranging from IT projects to acquiring legal counsel, and prefers this approach to keep costs down.

The Village needed a tool that could help extend its staff's capabilities and its budget by reducing the need for assistance from outside contractors or additional staff.

That's when Village of DeForest turned to OnBase by Hyland. Working with authorized OnBase solution provider, Naviant, the Village of DeForest began working to deploy OnBase throughout the Village.

"You don't have to be an expert to do great things with OnBase."

– LuAnn Leggett, Deputy Administrator Clerk, Village of DeForest

The Solution

Extends staff skillsets through ease of configurability

Through automation and ease of configurability, OnBase helps the Village of DeForest overcome its budget and staffing challenges. Because OnBase doesn't rely on custom code to configure, non-IT staff can easily create and manage workflows. This provides process automation that keeps the Village from having to add new staff to accomplish more work.



CUSTOMER

Village of DeForest

INDUSTRY

Government

SIZE

9,690 citizens

LOCATION

Village of DeForest, WI

ONBASE INTEGRATIONS


Casselle

DEPARTMENTS USING ONBASE

Admin
Finance
Economic Development
Planning and Zoning
Parks
Recreation
Streets
Utilities
Building Inspection
Assessor
Police

One platform **Unlimited potential**

OnBase
by Hyland



“With so few employees, the expectation is staff in every role can wear a lot of hats. Being able to become a mini-master in so many areas really shows the power of OnBase.”

- LuAnn Leggett, Deputy Administrator Clerk for the Village of DeForest

Provides a flexible enterprise foundation to build on

The kinds of departments throughout the Village vary greatly, but the Village of DeForest had the vision that everyone who works for the Village would use OnBase.

“A key reason we chose OnBase is because of how flexible it is. Everyone from police officers to the guys flushing out the hydrants can use it, and they do,” explained Leggett.

The Village of DeForest wanted to deploy OnBase in every department, and within a year every single employee was using the solution.

And, because OnBase stores all the Village’s files and information centrally in one electronic location, it allows the Village of DeForest to every department as well. The Village is currently working towards turning every form it uses into an eform so they never have to route paper across departments again – speeding processes and cutting printing costs.

Simplifies the hiring of outside contractors

With only 53 full-time staff, the Village inevitably needs to bring in outside help from time to time. With OnBase, this is now easier than ever. The Village of DeForest is able to provide outside contractors access to all necessary workflows so they can retrieve all required information and files to complete their tasks.

“We used to spend a lot of time sending documents back and forth with outside contractors via email. This saves staff a lot of time and removes the risk of missing documents that further slow work,” said Leggett.

The Difference

Simplifies the agenda management process: “The agenda creation and management process in OnBase is much more streamlined,” explained Leggett. “It’s window based, so you just click to see where you are within the agenda process and make the effective changes. It’s much more user friendly.”

Provides remote access to Village contractors: OnBase provides remote access to the information Village of DeForest contractors require.

Increased efficiency equals better service: By improving staff efficiency, OnBase removes the need to bring on more employees when the workload increases. This empowers the Village to spend more of its budget on adding constituent services.

Empowers non-IT staff: Easy to configure, OnBase enables non-IT personnel to create and manage workflows and route information without assistance from IT. This makes work move faster and saves the Village the trouble of bringing in outside contractors every time a necessary change pops up.

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