



City of Kent  
Kent, WA  
[www.ci.kent.wa.us](http://www.ci.kent.wa.us)

#### Industry:

Public Sector

#### Annual Budget:

US\$156 million

#### Employees:

815

#### Oracle Products & Services:

Oracle Imaging and Process  
Management  
Oracle Document Capture  
JD Edwards EnterpriseOne Financial  
Management

#### Oracle Partner:

ImageSource  
[www.imagesourceinc.com](http://www.imagesourceinc.com)

**“With Oracle, we now have a common platform. The city can focus IT resources to support a common system used across the city. This means one source to focus on for upgrades, disaster recovery, maintenance, training, and support.”** – Mike Carrington, IT Director, City of Kent

## City of Kent Implements System to Reduce Paperwork and Provide Easy Access to Documents

The City of Kent is the fourth largest city in King County, with a culturally rich population of 86,660. It covers a geographic area of 29 square miles. It is located between the cities of Seattle and Tacoma, and has several distinct neighborhoods and commercial districts within its boundaries.

### Challenges

- Consolidate disparate manual and redundant filing systems around a standard enterprise technology
- Manage the taxonomy and disposition of records to comply with city records management policies
- Increase departmental efficiency and dramatically reduce the physical space needed to maintain paper files
- Deploy a platform that provides certified integration for seamless image retrieval of accounts payable invoices

### Solution

- Implemented Oracle Imaging and Process Management for content storage, retrieval, and workflow functionality
- Worked with ImageSource to establish a reliable, secure document management repository that city staff can easily access across multiple platforms
- Provided a seamless integration with existing business applications including the city’s permit tracking system and Oracle’s JD Edwards EnterpriseOne Financial Management
- Allowed police department detectives to access case files from their desktops, rather than having to walk to various buildings to retrieve them
- Improved the timeliness and quality of customer service by reducing the reliance on paper for business information
- Provided easy access to documents, reduced administrative processing, and improved disaster recovery capabilities
- Reduced overall costs for records management, retention, and disposition policy enforcement
- Provided easy access to archived documents by allowing concurrent retrieval for all city departments
- Reduced time needed for user training from eight hours to 15 minutes