

>> CASE STUDY

Macedon Ranges Shire Council RecQuery-TC API Integration

Macedon Ranges Shire Council in Kyneton, Victoria, Australia has been utilizing RecFind for records management since 1995.

Located within an hour's drive of Melbourne, the Macedon Ranges Shire is renowned for its semi-rural lifestyle, unique natural features such as Hanging Rock, and local heritage townships.

In 2004, the council had the following basic needs to meet:

- Council Executives wanted to track correspondence
- Records Dept needed to introduce an Electronic Document Management Solution (EDMS)
- IT wanted to leverage existing systems
- Finance wanted a system that would be low-cost
- Users wanted a simple solution with minimal training

Macedon Ranges already had a customer request system called Infra Enterprise to track all customer requests into the organization and RecFind, which had EDMS capabilities. The most simple and cost-effective solution was to link these two products together with Knowledgeone Corporation's RecQuery-TC API and to utilize the existing features in RecFind.

The RecQuery-TC API is an add-on for customers with RecQuery-TC, to allow other applications to link directly to information stored in the RecFind database. It can link to file profiles, document profiles, box profiles or electronic documents.

Macedon Ranges utilized the RecQuery-TC API in the following way in order to meet their needs.

All correspondence at the council is now scanned using Knowledgeone Corporation's High Speed Scanning Module and entered at a central location - the records department. Once in the system, staff are able to track and report on the responsiveness to any request in the entire organization.

Staff responsible for responding to customer requests now have access to the initial correspondence and any supporting documentation regardless of their location. This was achieved by adding buttons to the customer request system (Infra) screen, which uses the RecQuery-TC API to link directly to the relevant files and documents in RecQuery-TC.

With RecQuery-TC, Macedon Ranges has a fully web-based solution which is perfect for the dispersed nature of their four offices and the limited bandwidth between them.

David Brown, IT Manager at Macedon Ranges, provided an in-depth overview of their RecQuery-TC API implementation for the Victorian user-group. See for yourself how the RecQuery-TC API can provide a painless, cost-effective integration to core applications at your site. To view David's PowerPoint presentation go to:

<http://www.knowledgeonecorp.com/presentation/Macedon%20Ranges%20Shire%20Council.ppt>