

# **THE CITY OF WEST LINN**



City of  
West Linn



## CHALLENGES

The Information Technology (IT) department of the City of West Linn started a new project to replace all of their existing PC computers. The licensing of the existing PDF software was tied to initial purchase of the hardware, so the change of equipment would result in the loss of these software licenses. Therefore, as part of the project, it was necessary to acquire a new PDF solution.

The IT team started by evaluating all major PDF providers. The previous PDF provider was the first option considered, but it was discarded due to its high cost. "We continued searching for an alternative PDF solution that was cost effective and could minimize the gap between our organization's needs and the budget. It was crucial for us to find a balance of features, quality, and price and standardize on a single solution," said Shane Boyle, Chief Information Officer for the City of West Linn.

In addition, the City of West Linn had a goal to automate their process and document management to become a paperless office. The process of printing records and keeping them in physical folders was old-fashioned and highly time consuming for the organization; so, the objective was to start to convert and archive documents electronically.

## FOXIT SOLUTION

Shane and his team came across the Foxit PDF Editor solution and started a trial with the City Recorder's Office. This is where all city records are kept and filed; so, it is heavily involved in file management. "There wasn't any other place to try out Foxit PDF Editor than the City Recorder's Office. Their feedback about Foxit exceeded our expectations. They loved its performance, but raved about the great amount of features available that fulfilled all their needs. Promptly we started the second phase of the project, purchasing more licenses and rolling them out across the public library, police department, public works, city hall, city home campus, and court system," said Boyle.

During the second phase of the project, users reacted very favorably to the product. Therefore, the IT Team finalized the last phase of the project, implementing Foxit PDF Editor across the rest of its units. Employees are using Foxit PDF Editor for different content management tasks such as scanning, PDF/A archiving, converting, annotating, editing, and protecting PDF documents. This was an extremely useful way for users to add and modify records that would be entered into the City's Records Management System. Transforming scanned records into editable and searchable PDF files was never easy, but today it is one of the most common workflow processes used by the staff.

The already familiar Microsoft ribbon-based user interface of Foxit PDF Editor reduced the learning curve for users and reduced the cost of training. The Foxit customer support team also made the transition easy. "The technical support has made this partnership very valuable for us, Foxit's support and sales teams have provided an excellent service," said Boyle.

### Company Overview

The City of West Linn, Oregon, incorporated in 1913, provides needed services, utilities, and infrastructure to the citizens of West Linn. Since its incorporation, the City of West Linn's citizens, civic organizations, businesses, and government have worked together to create a community with a strong hometown identity, high quality of life, and natural beauty.

## RESULTS

Foxit PDF Editor is a feature-rich and cost-effective PDF solution that improved the City of West Linn's workflow processes and enabled it to become more of a paperless office. It enabled the City to:



- Effectively implement paperless office workflows, allowing them to easily create, organize, combine, and email PDF packages to their customers.
- Reduce time to manage records and reduce operation costs.
- Deploy an effective and high performance PDF solution that fulfills everyone's needs.
- Generate these benefits without exceeding the budget.