



Technology Innovation Showcase 2012



Document Management Application Georgia Department of Insurance

Document Management Application (DMA) is a suite of applications developed in-house for the secure storage and retrieval of electronic documents. State agencies such as the Department of Insurance have a considerable amount of paper documents stored in filing cabinets. These filing cabinets take up expensive space. They are a fire hazard, it's time-consuming to retrieve documents and re-file them, and electronic copies must often be made for dissemination. Furthermore, security is marginal, especially since these documents are originals and cannot be replaced if they are lost or accidentally destroyed. Disposing of the documents is expensive and sometimes requires specialized contractors due to the sensitivity of the documents.

In response to these numerous concerns, the Department of Insurance deployed an electronic document management solution that's inexpensive, flexible and secure, and it uses standard IT resources. DMA currently contains over 600,000 documents and files, and it is expected to reach one million in 2013. There is no practical limit to the number of files that can be stored.

A web application containing a webpage that's minimally tailored for each division allows for searching, indexing and uploading electronic files. DMA can store any type of electronic document, including Microsoft Outlook messages containing attachments.

The process of managing consumer complaints about insurance companies used to involve a lengthy process of copying documents, indexing them in manila folders, storing them, retrieving them (sometimes from off-site storage), making additional copies and mailing them to the insurance company. With DMA, the department has vastly simplified the process while saving a considerable amount of time and money. Resolving consumer complaints now takes a few days instead of weeks. In addition, the department's public website includes search services that enable consumers to access electronically stored documents.

DMA has resulted in other benefits. The department has been able to eliminate dozens of filing cabinets. Paper and mailing costs have gone down dramatically, and employee productivity has gone up because of how quickly files can now be found.

DMA is an inexpensive and flexible solution tailored to the department's needs. It can easily be replicated in other agencies that have a website, database, storage and developer available to them.