



City of Phoenix

City of Phoenix
Municipal Court

OnBase Electronic Document Management
System (EDMS) Feasibility Study Report

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Executive Summary

The City of Phoenix Municipal Court, is in the process of moving forward with a replacement of its Closed Records document imaging system. The current system is based on a product called eiStream. The Court would like to implement a replacement product called OnBase, based on the current state standard. However, before the Court chooses to implement OnBase as its Closed Records replacement document imaging system, the IST Division needs to verify that OnBase will support future Court initiatives to implement active case file imaging throughout the Court.

This report analyzes the feasibility of OnBase serving as an active case file imaging system for the Court. The report includes a review of several items, including: overview of Hyland Software, inc. (OnBase manufacturer), overview of OnBase installations, Court imaging needs, and overall cost considerations.

Note that additional detailed investigation, analysis, design and development will be necessary to actually implement the OnBase Closed Records imaging system at the City of Phoenix, Municipal Court. Additionally, further detailed investigation, analysis, design and development will be necessary to expand the OnBase imaging system to include active case file imaging.

Introduction

Approach Taken

The IST technical project team, consisting of Jared Harvey, John Melisko, and Stephanie Roberts conducted initial meetings with current OnBase customers, including the City of Phoenix Water Department, and the Maricopa County Clerk of Superior Court. The team gathered information using a questionnaire, including on-site visits. Other information was collected through: a) review of Request for Proposal (RFP) documents submitted to the City of Phoenix Water Department; b) discussions with OSAM Inc. (Arizona's OnBase provider); c) live demonstrations of OnBase (at the Maricopa Superior Court Clerk's Office); d) review of information received at the OnBase Regional OnBase Group of User Experts (ROUGE) held in November 2004; and e) information researched via the internet.

Current Environment

The City of Phoenix Municipal Court currently uses Court Management System (CMS) as its supported case management system. The Court's current document imaging system product is called eiStream, and has been in operation in the Closed Records Section since 1998. Closed Records is currently using DMWS version 4 of the software, which eiStream is scheduled to end support for version 4 on March 31, 2005. The Court also uses two Kofax Ascent Capture scan stations running Ascent Capture 5.51. The scanned images are stored as TIF images on optical platters, and indexed in a Microsoft SQL database.

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The Court scans approximately 3.1 million images per year (~260,000 images per month, with some months reaching 300,000 images). Due to a technical limitation in Ascent Capture licensing, 300,000 images per month is the maximum scan count possible.

There is currently no link between the Court's CMS and eiStream products.

Administrative Office of the Courts (AOC) supports using AZTEC as the state-provided case management system and OnBase as the document management system.

OSAM Inc. in Phoenix is a privately owned content management consulting company which has a contract with AOC to sell, configure, implement, and support OnBase in Arizona courts.

Overview of Hyland Software (OnBase)

Background

Hyland Software, Inc., established in 1991, is a privately held software development company headquartered in Westlake, Ohio. They are a provider of electronic document solutions and a recognized player on the information technology landscape. Hyland Software develops software that addresses an end user's electronic document management needs at the department and enterprise levels as well as the core component in the infrastructure of e-business.

Hyland has a local presence with a global reach. Recent announcements include joining PeopleSoft Partner Connection Program (11/04) and attaining Gold certified partner status in Microsoft Partner Program (11/04).

Customer Base

Hyland has enjoyed consistent growth since 1995 and currently has more than 4,500 customers, 350 certified OnBase installers, and approximately 200 employees. They are adding new customers at a rate of more than 100 each quarter. Currently, Hyland serves the following vertical markets:

Industries

- Construction
- Distribution
- Education
- Financial Services
- Government
- Healthcare
- Insurance
- Law Enforcement
- Life Sciences
- Manufacturing
- Publishing
- Retail
- Transportation

According to Doculabs, Hyland's success has been attributed to its strong channel program, customer service, and responsiveness to customer requests. In addition to its channel partners, Hyland has developed a Technical Services team that develops and implements integrations with line of business applications, details workflow processes, and assists with user customizations.

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Due partly to the AOC's standardization on Hyland's OnBase product for document management, the OnBase software is currently installed in a number of Courts in Arizona. Based on discussions with Harry Aalto from OSAM inc., we were able to determine that the following Arizona Courts have OnBase installed:

Arizona Court Installations

- Maricopa County (Clerk of Superior Court)
- Yuma County
- La Paz County
- Mohave County
- Cochise County

Financial Stability

Hyland is a privately held company. They have maintained stability since they were founded in 1991. Hyland's revenue is estimated anywhere between 10 million and 100 million annually. In May 2004, Hyland filed a registration statement with the Securities and Exchange Commission (SEC) for a proposed initial public offering (IPO) of its common shares. However, in November 2004, Hyland filed an application with the Securities and Exchange Commission to withdraw the registration statement it filed on May 18, 2004, in connection with its proposed initial public offering of common shares, citing market conditions.

It is unusual for a company to withdraw the registration statement for an IPO. According to Harry Aalto from OSAM inc., the IPO withdraw was due to A.J. Hyland's belief that the current growth of the company business was sufficient to move ahead as a privately held company. After reading Gartner's Magic Quadrant for Enterprise Content Management, 2004 document, we believe that the IPO withdraw was due in part to concerns of being acquired. According to Garter, there is a 60% probability that 50 percent of enterprise content management (ECM) vendors will merge by midyear 2006. By year-end 2007, four vendors will control 50% of the new license revenue. Despite these predictions and the IPO withdraw, Hyland has maintained its presence in the ECM market for years now, and we expect the OnBase product to maintain a presence for years to come.

Gartner Research

Gartner, Inc. is the leading provider of research and analysis on the global IT industry. Gartner has been in the research and analysis for 25 years, and provides clients with research and advice to help make informed technology and business decisions.

Gartner has produced a document for several years under the "Integrated Document Management" (IDM) listing. Although Gartner produced a document for 2004, it is important to

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note that there has been a shift from “Integrated Document Management” to “Enterprise Content Management”. The 2004 report is titled “Magic Quadrant for Enterprise Content Management, 2004” and reflects the industry consolidation of integrated documents products and web content management products into an enterprise content management product offering.

According to Gartner, there is a 60% probability that 50 percent of enterprise content management (ECM) vendors will merge by midyear 2006. By year-end 2007, four vendors will control 50% of the new license revenue.

Hyland Software (OnBase) is listed in the “Challengers” quadrant of the chart for 2004. This quadrant is reserved for vendors with a substantial number of installations and ability to execute, but lack the vision of vendors listed in the “Leaders” quadrant. Vendors in the “Challengers” quadrant typically do not own all of the core components of ECM, but leverage partnerships to complete their product suites.

Previously, under the “Integrated Document Management” 2003 chart, Hyland Software (OnBase) was listed in the “Visionaries” quadrant of the chart. This area is reserved for vendors with a complete vision, but lack a substantial number of installations and ability to execute. It is important to note that the 2003 report noted Hyland Software’s focus solely on the IDM market, and thus Hyland fared well on the chart. However, the 2004 report focused on the consolidation of integrated documents products and web content management products into an enterprise content management product offering. We believe that Hyland will continue to maintain a stronghold in the IDM market, while developing modules to address the web content portion of their product offerings in the ECM industry. We expect that Hyland Software has a good chance of becoming a leader in the next report, as they continue to improve their web content suite offerings.

Gartner’s full report links for 2004 and 2003 can be found in Appendix B and C, respectively.

Doculabs’ Assessment

Doculabs, founded in 1993, is an independent research and consulting firm. Their consulting services are grounded in research that combines hands-on evaluation of technology with real-time business knowledge gained from engagements with Fortune 1000 clients.

According to a 2002 Doculabs Market Focus Report, “Functional Assessment of Hyland Software’s OnBase”, the OnBase solution provides a full range of Electronic Document Management System (EDMS) capabilities based on a Microsoft-centric solution, with interfaces based on Microsoft Active Server Page (ASP) technology and C++ application components (COM). Although organizations have expressed concerns over a Microsoft-centric approach regarding reliability, scalability, and integration ability, Hyland has demonstrated abilities to manage customer sites with 30,000 users, of which 3,000 to 4,000 are consecutive users, as well as sites with 2 billion documents. Given that Hyland has demonstrated abilities to manage 3,000

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concurrent users and sites with 2 billion documents, the OnBase product is anticipated to have no problems handling the Municipal Court's entire staff of ~375 users and 21.7 million pages (3.1 million images per year X 7 year maximum retention period).

Doculabs identified key strengths and opportunities for Hyland Software's OnBase product. Strengths included outstanding vision and execution of consolidated EDMS capabilities, unified system with out of the box functionality, and modular design across components, and a stable vendor with excellent strategy. Opportunities included enhancing advanced collaborative workflow capabilities, middleware and enterprise application integration capabilities are lacking relative to competitors, and the fact that Hyland is a smaller company with fewer resources relative to some larger competitors.

Doculabs summarized that OnBase is a single-vendor solution for a full range of document management needs and makes great sense for organizations with diverse EDMS needs.

Doculabs' full assessment report link can be found in Appendix D.

Imaging Needs

Closed Records Section (Review of Current Environment)

The Court's current document imaging system product is called eiStream, and has been in production in the Closed Records Section since 1998. We are currently using 11 client licenses of DMWS version 4 of the software, which eiStream is scheduled to end support for version 4 on March 31, 2005. The Court also uses two Kofax Ascent Capture scan stations running Ascent Capture 5.51. The scanned images are stored as TIF images on optical platters, and indexed in a SQL 7 database.

The Court scans approximately 3.1 million images per year (~260,000 images per month, with some months reaching 300,000 images). The retention period for imaged records is either 5 years (60 months) or 7 years (84 months), depending upon on the type of charge. Nearly all imaged records are retrieved directly from optical platter. Only Closed Records has access to images in the eiStream imaging system.

The primary fields used within the current imaging system are as follows:

- Object Class (Case Folder)
- Document Type (Public, Public-Cert, Private)
- Complaint Number
- First Name
- Middle Initial
- Last Name
- Date of Birth
- Scan/Commit Date
- Case Type (60 month or 84 month)

There are several major shortcomings with the current imaging system. Only the Closed Records Section has access to the images, thereby requiring additional licenses to be purchased for image retrieval outside this Section. The current implementation stores images on optical platter, which is slow due to the nature of mechanical retrieval of platters by robotic equipment. Even with less than 12 users on the system, retrieval performance is fair at best and has limited the performance of the system. The imaging system is not configured to scale out to the Court for retrieval or Active Case File imaging. Also, the system does not have an effective method for document removal based on record retention business rules. A third party application was written to expunge records based on the retention rules, but has not proved to be efficient or effective. The storage of documents on optical platter has further hampered purging of records due to the fact that 5 year and 7 year records are stored on the same platter and thus the platter cannot be removed until all of the documents on the platter are past their retention period. Another

shortcoming of the current implementation is the limited reporting abilities. Closed Records management and IT staff have limited reports to gauge staff and system performance. Lastly, the current implementation does not have application integration to any degree with the Court's CMS.

Current Needs (Closed Records Section, etc...)

The imaging system replacement for the Court will need to initially accomplish several operational and technical objectives as listed and discussed below:

- Magnetic storage of images for fast retrieval
- WORM compliant archival of images
- Expansion of image retrieval beyond Closed Records (i.e. all Divisions in the Court, and the Prosecutors Office)
- Better Reporting (Statistics, Performance, etc...)
- Index automation
- Integration of imaging system with the Court Management System (CMS)
- Conversion of eiStream Data (images and index information)

First, the imaging system will need to be able to support magnetic storage of all images and index information for fast retrieval, while maintaining WORM compliant archival of documents. The current implementation stores images on WORM compliant optical platter, which is slow due to the nature of mechanical retrieval of platters by robotic equipment. Even with less than 12 users on the system, retrieval performance is fair at best. OnBase supports magnetic storage of documents to any available UNC path with support for archiving to DVD and Magneto Optical (MO) WORM compliant media with 3rd party application integration.

Second, the imaging system needs to be able to expand retrieval of images beyond Closed Records. OnBase has two clients available for implementation. OnBase offers a traditional software installed client (thick client) and a web based client (thin client). We would most likely need both clients in our environment. The thin client would be used for a majority of the Court, and the thick client would be used in Closed Records.

Third, the Closed Records management and IT staff need better reporting out of the system. Closed Records management needs reports to track staff performance statistics and our IT staff need reports that will help identify and improve system performance. OnBase offers a variety of canned reports and the ability to create custom reports using Crystal Reports. In an on-site visit at the City of Phoenix Water Department, the project team was able to observe the production of OnBase reports. The project team feels that the OnBase product will be able to meet both Closed Records and IT reporting objectives, but more research is needed in this area.

Fourth, the current system is not configured to automate indexing of scanned images. This function consumes many staff hours and has a greater ability to introduce human error into the

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process. With the implementation of the OnBase product, the Court will implement barcode and data output from its CMS system for automated input into the OnBase system. This will greatly increase staff efficiency, reduce index errors, and improve data consistency between CMS and OnBase.

The application enabler module addresses the integration of the imaging system with the Court Management System (CMS). Application enabler will allow images to be retrieved from OnBase within the CMS application. The application enabler is the client installed software that can be configured to trigger a link with OnBase based on a keystroke or mouse click from within our host based application (CMS). More research is needed to verify that Application Enabler will function with CMS.

Fifth, the replacement imaging system will need to carry forward the already imaged documents that are in the current system. According to Harry Aalto with OSAM inc., this conversion to OnBase can be accomplished and they have experience with this process. The project team has also conducted some research and has located a vendor who advertises conversion from eiStream to OnBase. The project team feels that this objective can be accomplished, but more research is needed in this area.

In summary, the project team feels that the OnBase product will meet the Court current needs for an imaging system.

Active Case File Imaging (Future Needs)

The imaging system replacement for the Court will need to be able to fulfill future operational and technical objectives as listed and discussed below:

- Expansion of image retrieval (Increased users within the City, and ability to offer information on the Internet)
- Active Case File Imaging
- Ability to share images and index information with AOC

First, the imaging system must be able to scale out for increased demand from all Division in the Court and City, as well as have the ability to offer information on the Internet. According to a 2002 Doculabs Market Focus Report, "Functional Assessment of Hyland Software's OnBase", Hyland has demonstrated abilities to manage customer sites with 30,000 users, of which 3,000 to 4,000 are consecutive users. Additionally, Maricopa County Clerk of Superior Court has nearly 800 users on the system and has kiosk stations in their building that the public can use to search their OnBase imaging system. Ultimately, the project team feels that this future objective can be accomplished, but more research is needed in this area.

Second, the imaging system must be able to support Active Case File imaging. Maricopa County has successfully implemented OnBase as a front-end (active case file imaging) solution. Maricopa Counties Clerk of Superior Court scans approximately two times the image volume of our Court ((Municipal Court scans ~260,000 images per month), and currently has the estimated

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number of images in the repository (21 million) that the Court anticipates retaining for our longest retention period. The project team feels that this future objective can be accomplished with the OnBase solution.

Lastly, the imaging system must have the ability to share images and index information with the AOC. Given that the AOC has established OnBase as the State Court standard, the project team has identified the need for the Export OnBase module. The Export Module allows for documents and their respective indexes to be exported from our system and then imported into another OnBase system. Again, the project team feels that this future objective can be accomplished with the OnBase solution.

In summary, the project team feels that the OnBase product has the ability to meet the Court's future identified needs for an imaging system.

Arizona Court OnBase Installations

As a part of the feasibility study, the project team contacted OSAM inc., and conducted an on-site visit with the Maricopa County, Clerk of Superior Court to gather more information regarding OnBase installations in Arizona Courts. This information is needed to determine the extent of OnBase installations in Arizona Courts and to assist the team in determining the capability of OnBase to be used for Active Case File imaging at the Court.

The following information was provided by OSAM inc. regarding OnBase installations at Arizona County Courts:

Cochise

- 20 OnBase Concurrent Client Licenses
- 1 OnBase Multi Server License
- 1 OnBase Web Server License
- 6 OnBase ISIS Document Imaging

La Paz

- 5 OnBase Concurrent Client Licenses
- 1 OnBase Multi Server License
- 1 OnBase Web Server License
- 1 OnBase Kofax Ascent Capture Integration
- 5K Per Month Kofax Ascent Capture Scan License
- 1 Million Kofax Ascent Capture Scan License (For backfiles)

Mohave

- 15 OnBase Concurrent Client Licenses
- 1 OnBase Multi Server License
- 1 OnBase Web Server License
- 1 Archival API
- 1 OnBase Kofax Ascent Capture Integration
- 2 5K Per Month Kofax Ascent Capture Scan License
- 1 3 Pack 25K Per Month Kofax Ascent Capture Scan License

Yuma

- 5 OnBase Concurrent Client Licenses
- 1 OnBase Multi Server License
- 1 OnBase Web Server License
- 1 Archival API
- 1 OnBase Kofax Ascent Capture Integration
- 75K Per Month Kofax Ascent Capture Scan License

Note that all but Cochise County are using Kofax Ascent Capture for scanning images into the OnBase system. This would be a good indication that the Court should retain and utilize the Kofax Ascent Capture in an OnBase implementation.

In May, the project team conducted an on-site visit with Maricopa County, Clerk of Superior Court and gathered information with our questionnaire. Members of the project team also attended the OnBase ROUGE this November, where a Case Study was presented on the OnBase installation at the Maricopa County, Clerk of Superior Court. The following highlights of the Maricopa County installation are presented below:

Maricopa County

- Live in production January 2002
- Front-end scanning solution
- 750 – 800 users
- 14 scan stations (9 - Bell + Howell 8080 scanners, 4 – Bell + Howell 2020 scanners, 1 Kodak scanner)
- Kofax Ascent Capture and VRS utilized for scanning
- 600,000+ images scanned per month
- Over 21 million images in the repository

Maricopa County is the fifth largest County in the United States and has successfully implemented OnBase as a front-end (active case file imaging) solution. Maricopa Counties Clerk of Superior Court scans approximately two times the image volume of our Court ((Municipal Court scans ~260,000 images per month), and currently has the estimated number of images in the repository (21 million) that the Court anticipates retaining for our longest retention period. This is a strong supporting statement that the OnBase product will not only support the Court's Closed Records replacement project, but will be able to scale out to the Court's future desire for Active Case File imaging.

Although not all Courts within Arizona are implementing and using the OnBase product, it appears that the AOC standard is having an impact on the direction of document imaging system implementations as illustrated by the multiple Arizona County installations. Further, the successes of the multiple County installations, especially the Maricopa County installation, indicate that OnBase is capable of supporting our current and future needs.

Project Team Initial Assessment of OnBase Modules

Hyland Software's OnBase modular design is exemplified by the large number (30+) of available modules. Hyland has divided the modules into four major categories as listed below:

- 1) The OnBase Client
- 2) Input Modules
- 3) Management and Retrieval Modules
- 4) Distribution and Output Modules

The project team reviewed many of the OnBase modules and has initially divided the module implementation into two categories, immediate and future. The implementation of the modules that the project team deemed as immediate were seen as necessary to establish a Closed Records imaging replacement, image index automation via CMS application, and expansion of image retrieval beyond Closed Records (i.e. all Divisions in the Court, and the Prosecutors Office). In order to achieve active case file imaging and further expand image retrieval, consulting services, additional hardware, and additional license purchases will be required. The modules that the project team deemed as future were seen as possible enhancements to the imaging system.

Several modules were identified for immediate implementation as follows:

- Server Modules included Multi-User License, and Web Server
 - Multi-User License is required for each Institution and each OnBase Database within an Institution
 - Web Server is necessary to access document via the web
- Client Modules included Concurrent Client, Workstation Client
 - Concurrent Client module is needed to all image retrieval beyond the Closed Records Section
 - Workstation Client is needed to allow Closed Records guaranteed access to the OnBase system
- Workflow Modules included Workflow Departmental Server, Workflow Concurrent Client, and Workflow Workstation Client
 - Workflow modules are needed to provide electronic document routing through a configurable work process
- Input Module selected is Production Document Imaging
 - Production Document Imaging is needed to scan documents into the system
- Output Modules included DVD Authoring, Report Writer, Export, and Document Retention
 - DVD Authoring module is seen as a possible replacement for the HP Magneto Optical juke boxes, used for archiving and Write Once Read Many (WORM) compliance
 - DVD Authoring module includes a workstation client and CD Authoring license.
 - Report Writer is necessary to produce operational and system administration reports

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- Export modules is necessary for Publishing and would be helpful for sending information to the AOC (future possibility) due to the fact that Export is designed to export documents and their respective indexes out of an OnBase system that can be imported into another OnBase system
- Document Retention module is needed to manage the retention and disposition of stored documents according to pre-defined business rules

The Phoenix Municipal Court viewed the following modules as potential future enhancements to the imaging system:

- EDM Services
- Lotus Notes Email Integration
- Digital Signature
- COLD/ERM
- Document Import Processor
- ISIS Document Imaging
- Verity Full Text Indexing Server
- Verity Full Text Indexing Concurrent Client
- Verity Full Text Indexing Named User Client
- Verity Full Text Indexing Workstation Client
- Archival API
- Application Enabler
- Publishing

Although the project team has initially reviewed many OnBase modules, detailed investigation, analysis, design and development will be necessary to actually implement the OnBase Closed Records imaging system replacement.

A more detailed list of the OnBase modules can be found in Appendix E.

Cost Considerations

The Phoenix Municipal Court considered other alternatives to the State standard OnBase document imaging solution. The Court considered a Hummingbird solution, and a “Do Nothing” (i.e. remain on eiStream) solution. The Court would have had to have a strong business case to deviate from the OnBase standard, such that the product was too costly, compared to other product offerings, or did not meet and achieve business requirements. The Court performed a cost comparison analysis between OnBase and Hummingbird. The Court also performed a maintenance cost comparison between OnBase and eiStream, the Court’s current document imaging solution. The analyses, along with the project team’s research, support the Court’s conclusion that OnBase would meet our business needs and was competitive in cost with other product offerings.

In the below sections, the team has attempted to put together some forecast of pricing for the OnBase system.

Initial Purchase Price

The Court performed a cost comparison with a Hummingbird solution to determine if the OnBase solution was cost competitive with other product offerings. Although Hyland’s OnBase and Hummingbird have different software licensing models, a reasonable comparison can be made between the two products, based on a specified number of users, specified number of scan stations, and a rational estimation of Casual (Retrieval/read-only) users on the system. Hyland’s OnBase software licensing is based on two components; server licenses, and client licenses, and offers concurrent client licensing. Hummingbird’s software licensing is based on client licenses only (no server license charge), and only offers fixed named user/ workstation licensing (i.e. no concurrent client licensing). Below is a comparison of Hyland’s OnBase vs. Hummingbird’s software licensing cost for 12 fixed Closed Records users, 2 scan stations, and no more than 20 concurrent users (project team estimate based on a yearly requests made for concluded case files to the Closed Records Section from within the Court) which represent approximately 400 named users.

Below is a cost comparison between Hyland’s OnBase and Hummingbird for the stated users listed above:

OnBase	Hummingbird
<p>Summary</p> <ul style="list-style-type: none"> - Scanning user = \$4,000 first client, \$1600 per client thereafter * (First user – Production Document Imaging, Addition user – Production Document Imaging) (each license includes a workstation client) - Closed Records user = \$720 per client * (Workstation client + Workflow Workstation 	<p>Summary</p> <ul style="list-style-type: none"> - Scanning user = \$569.00 per client (DM Client + Imaging + WF) - Closed Records user = \$479.00 per client (DM Client + WF) - Casual (Reading) User = \$150 per client (Read Only Client) <p>This table inserted for easy comparison with</p>

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OnBase	Hummingbird																																
<p>Client)</p> <ul style="list-style-type: none"> - Casual (Reading) User = \$640 per client * (Concurrent client) <p>* Notes:</p> <ul style="list-style-type: none"> - OnBase also charges additional per server price. These are fixed prices and the total per user cost will come down per client as more clients are added. <p>The server costs are:</p> <ul style="list-style-type: none"> - Multi-User License = \$4000 - Web Server = \$8,000 - Workflow Server = \$8000 <p>For a total of \$20,000 server licenses which is needed to be distributed over the clients.</p> <p>Total license price with the server costs added in:</p> <table border="1" data-bbox="235 850 763 1150"> <thead> <tr> <th># Users</th> <th>2 Fixed</th> <th>12 Fixed</th> <th>20 CC</th> </tr> </thead> <tbody> <tr> <td>Scan User</td> <td>\$10,176</td> <td></td> <td></td> </tr> <tr> <td>General User</td> <td></td> <td>\$15,699</td> <td></td> </tr> <tr> <td>Casual User</td> <td></td> <td></td> <td>\$24,565</td> </tr> </tbody> </table> <p>Total Cost: \$50,440</p> <p>Details Note that these are 20% discounted prices, based on the AOC EDMS contract with OSAM.</p> <ul style="list-style-type: none"> - Production Document Imaging = \$4,000.00 first user, \$1,600 each additional user - Workstation Client = \$320.00 per client - Workflow Workstation Client = \$400.00 per client - Concurrent client = \$640.00 per client 	# Users	2 Fixed	12 Fixed	20 CC	Scan User	\$10,176			General User		\$15,699		Casual User			\$24,565	<p>OnBase. Again, note that Hummingbird does not offer concurrent licensing and so we account for a DM read only client license for each potential user:</p> <table border="1" data-bbox="880 415 1412 709"> <thead> <tr> <th># Users</th> <th>2 Fixed</th> <th>12 Fixed</th> <th>400 Fixed</th> </tr> </thead> <tbody> <tr> <td>Scan User</td> <td>\$1,138</td> <td></td> <td></td> </tr> <tr> <td>General User</td> <td></td> <td>\$5,748</td> <td></td> </tr> <tr> <td>Casual User</td> <td></td> <td></td> <td>\$60,000</td> </tr> </tbody> </table> <p>Total Cost: \$66,886</p> <p>=====</p> <p>=</p> <p>Details Note that these are 40% discounted prices, based on a response to an RFP submitted to the City of Phoenix Water Department submitted by 5280 solutions.</p> <ul style="list-style-type: none"> - HB DM client = \$300.00 per client - HB Imaging = \$90.00 per client - HB Enterprise Workflow 2004 = \$179.00 per client - HB DM Read Only client = \$150.00 per client 	# Users	2 Fixed	12 Fixed	400 Fixed	Scan User	\$1,138			General User		\$5,748		Casual User			\$60,000
# Users	2 Fixed	12 Fixed	20 CC																														
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General User		\$5,748																															
Casual User			\$60,000																														

The Phoenix Municipal Court is able to further lower the cost of Hyland's OnBase software licenses by utilizing an OnBase trade-in program and acquiring unused OnBase licenses from the City of Phoenix Water Department. Below is a revised estimate of OnBase software costs, based on the trade-in and use of Water Department licenses:

OnBase

Summary

- Scanning user = \$600 first client, \$240 per client thereafter *
(First user – Production Document Imaging, Addition user – Production Document Imaging)
(each license includes a workstation client)
- Closed Records user = \$108 per client *
(Workstation client + Workflow Workstation Client)
- Casual (Reading) User = \$96 per client *
(Concurrent client)

* Notes:

- Prices reflect the cost of maintenance only. Base software licenses were traded-in or acquired from the Water Department.
- OnBase also charges additional per server price. These are fixed prices and the total per user cost will come down per client as more clients are added.

The server costs are:

- Multi-User License = \$0 (eiStream trade-in, base license price is \$4,000)
- Web Server = \$8,000
- Workflow Server = \$0 (eiStream trade-in, base license price is \$8,000)

For a total of \$8,000 server licenses which is needed to be distributed over the clients.

Total license price with the server costs added in:

# Users	2 Fixed	12 Fixed	20 CC
Scan User	\$1,821		
General User		\$4,120	
Casual User			\$6,626

Total Cost: \$12,567

Details

Note that these 15% maintenance costs reflect 20% discounted prices, based on the AOC EDMS contract with OSAM.

- Production Document Imaging = \$600.00 first user, \$240 each additional user
- Workstation Client = \$48.00 per client
- Workflow Workstation Client = \$60.00 per client
- Concurrent client = \$96.00 per client

Recurring Costs

The Court performed a maintenance cost comparison between Hyland’s OnBase and eiStream, the Court’s current document imaging solution to determine if Hyland’s OnBase projected maintenance costs are reasonably priced with respect to our current EiStream maintenance costs. Both Hyland and EiStream offer software maintenance and support. A reasonable comparison can be made between the two companies software maintenance pricing. However, a comparison between software support is more difficult due to different approaches in pricing and projected enhancements and expansion of imaging using the OnBase solution. Below is a comparison of the projected Hyland’s OnBase maintenance costs vs. current EiStream software maintenance and support.

OnBase (Projected)	EiStream (Current)						
<p>OnBase charges annual fees:</p> <ul style="list-style-type: none"> - 15% maintenance - Support can be purchased in annual blocks of 10, 20 or 50 hours (\$1,500, \$2,500, and \$5,000) <p>Summary</p> <ul style="list-style-type: none"> - Scanning user = \$600 first client, \$240 per client thereafter * (First user – Production Document Imaging, Addition user – Production Document Imaging) (each license includes a workstation client) - Closed Records user = \$108 per client * (Workstation client + Workflow Workstation Client) - Casual (Reading) User = \$96 per client * (Concurrent client) <p>* Notes:</p> <ul style="list-style-type: none"> - OnBase also charges additional per server/archiving price. These are fixed prices and the total per user cost will come down per client as more clients are added. <p>The server costs are:</p> <ul style="list-style-type: none"> - Multi-User License = \$600 - Web Server = \$1,200 - Workflow Server = \$1,200 <p>The archiving costs are:</p> <ul style="list-style-type: none"> - DVD Authoring = \$240 <p>For a total of \$3,240 server/archiving license maintenance which is needed to be distributed over the clients.</p>	<p>Summary</p> <ul style="list-style-type: none"> - Imaging User = \$853.86 per client * (Concurrent client) <p>* Notes:</p> <ul style="list-style-type: none"> - Kofax integration maintenance costs are not considered in this comparison. - EiStream also charges an additional per optical archive manager server price. These are fixed prices and the total per user cost will come down per client as more clients are added. <p>The server costs are:</p> <ul style="list-style-type: none"> - Optical Archive Manager Server = \$2,100 ea. (\$4,200 total for our 2 servers) <p>For a total of \$4,200 server license maintenance which is needed to be distributed over the clients.</p> <p>Total maintenance and support price:</p> <table border="1" data-bbox="873 1409 1192 1560"> <tr> <td>#</td> <td>11</td> </tr> <tr> <td>Users</td> <td>Concurrent</td> </tr> <tr> <td>Casual User</td> <td>\$13,592.46</td> </tr> </table> <p>Total Cost: \$13,592.46</p> <p>=====</p> <p>Details</p> <p>Note that these maintenance and support costs are based on current EiStream expenditures for maintenance.</p>	#	11	Users	Concurrent	Casual User	\$13,592.46
#	11						
Users	Concurrent						
Casual User	\$13,592.46						

OnBase Electronic Document Management System (EDMS) Feasibility Study Report

OnBase (Projected)	EiStream (Current)																
<p>Total maintenance price with the server maintenance costs added in:</p> <table border="1" data-bbox="217 338 816 602"> <thead> <tr> <th># Users</th> <th>2 Fixed</th> <th>12 Fixed</th> <th>20 CC</th> </tr> </thead> <tbody> <tr> <td>Scan User</td> <td>\$1,030.59</td> <td></td> <td></td> </tr> <tr> <td>General User</td> <td></td> <td>\$2,439.53</td> <td></td> </tr> <tr> <td>Casual User</td> <td></td> <td></td> <td>\$3,825.88</td> </tr> </tbody> </table> <p>Total support price for anticipated support: \$5,000 (50 hours)</p> <p>Total Cost: \$12,296 (Server/Client maintenance, including 50 hours support)</p> <p>Additions (Extended functionally beyond EiStream):</p> <ul style="list-style-type: none"> - Document Retention Module = \$1,080 - Export Module = \$600 <p>Grand Total Cost: \$13,976 (Server/Client maintenance, including 50 hours support, and extended functionality beyond EiStream)</p> <p>Details</p> <p>Note that these maintenance and support costs are based on 20% discounted software prices, based on the AOC EDMS contract with OSAM.</p> <ul style="list-style-type: none"> - Production Document Imaging - \$600 first client, \$240 per client thereafter - Workstation Client = \$48.00 per client - Workflow Workstation Client = \$60.00 per client - Concurrent client = \$96.00 per client 	# Users	2 Fixed	12 Fixed	20 CC	Scan User	\$1,030.59			General User		\$2,439.53		Casual User			\$3,825.88	
# Users	2 Fixed	12 Fixed	20 CC														
Scan User	\$1,030.59																
General User		\$2,439.53															
Casual User			\$3,825.88														
<p>NOTE: A direct comparison of OnBase and EiStream maintenance and server costs for a comparable installation would reveal the following for a fixed number of user licenses (11):</p>																	
<ul style="list-style-type: none"> - Scanning user = \$785.45 first client, \$425.45 per client thereafter - Closed Records user = \$216 per client * (Concurrent client + Workflow Concurrent Client) 	<ul style="list-style-type: none"> - Imaging User = \$853.86 per client * (Concurrent client) <p>The server costs are:</p> <ul style="list-style-type: none"> - Optical Archive Manager Server = \$2,100 																

OnBase Electronic Document Management System (EDMS) Feasibility Study Report

OnBase (Projected)	EiStream (Current)													
<p>The server costs are:</p> <ul style="list-style-type: none"> - Multi-User License = \$600 - Workflow Server = \$1,200 <p>The archiving costs are:</p> <ul style="list-style-type: none"> - DVD Authoring = \$240 <p>For a total of \$2,040 server/archiving license maintenance which is needed to be distributed over the clients.</p> <p>Total maintenance price with the server maintenance costs added in:</p> <table border="1" data-bbox="293 705 721 928"> <thead> <tr> <th># Users</th> <th>2 CC</th> <th>9 CC</th> </tr> </thead> <tbody> <tr> <td>Scan User</td> <td>\$1,210.90</td> <td></td> </tr> <tr> <td>Casual User</td> <td></td> <td>\$3,613.10</td> </tr> </tbody> </table> <p>Total support price for anticipated support: \$5,000 (50 hours)</p> <p>Total Cost: \$9,824.00 (Server/Client maintenance, including 50 hours support)</p>	# Users	2 CC	9 CC	Scan User	\$1,210.90		Casual User		\$3,613.10	<p>ea. (\$4,200 total for our 2 servers)</p> <p>For a total of \$4,200 server license maintenance which is needed to be distributed over the clients.</p> <p>Total maintenance and support price:</p> <table border="1" data-bbox="854 449 1174 600"> <thead> <tr> <th># Users</th> <th>11 Concurrent</th> </tr> </thead> <tbody> <tr> <td>Casual User</td> <td>\$13,592.46</td> </tr> </tbody> </table> <p>Total Cost: \$13,592.46</p>	# Users	11 Concurrent	Casual User	\$13,592.46
# Users	2 CC	9 CC												
Scan User	\$1,210.90													
Casual User		\$3,613.10												
# Users	11 Concurrent													
Casual User	\$13,592.46													

“Do Nothing” Alternative

The “Do Nothing” alternative was rejected for the following reasons:

- AOC Non-standard EDMS solution
- Support for the current version of eiStream that the Court is using expires 3/31/2005
- Lack of index automation
- Management reporting is limited
- Poor record retention management
- Retrieval expansion is not feasible with primary retrieval from MO WORM
- Limited user access within the Court
- No external user access outside the Court
- No integration with CMS business application
- No internal/external web access

Summary

To summarize, OnBase meets the Phoenix Municipal Court business requirements, is cost competitive with other vendor offerings in initial cost and recurring maintenance, and will bring the Court in compliance with the AOC standard.

Support

OnBase		
<p>OSAM Inc. in Phoenix provides first line support to Arizona courts, as negotiated by the AOC. An 800 number is available for support calls during business hours. Hyland is available after hours for all system critical issues.</p> <p>OSAM Inc. has three levels of support:</p>		
Level	Definition	Response
I	Complete system failure and/or critical business function failure.	Service Provider will respond within two working hours after the receipt of the Error Report and agreement that this Level of response is needed and will assign resources within four working hours with Service Provider Professional Services Staff (hereinafter PSS) involvement until resolution. If hardware fails Service Provider will provide PSS support within two working hours after Licensee's Servers become operational.
II	No system failure, but Licensee-users are unable to access or execute critical system functions.	Service Provider PSS will respond to Licensee within four working hours of receipt of the Error Report and agreement to this Level and will use best efforts to restore access within three working days.
III	Application not performing per documentation but Licensee user can perform basic job functions with alternate procedures.	Service Provider will respond within one working day of Service Provider's receipt of the Error Report. Licensee will be informed when fixes will be provided.

Support Costs

OnBase
<p>The Court has two levels in supporting the OnBase environment:</p> <ul style="list-style-type: none"> - With trained UTS staff, Level 1 in-house support can be provided for the OnBase system. - Basic support is included in the annual license costs of OSAM Inc. Additional development support can be purchased from OSAM Inc.

Initial Hardware Costs

Even though the IST Division may have existing servers available which are not fully utilized, software vendors strongly recommend that their software be installed on new, dedicated servers.

Sharing major software applications on the same server increases the chances of conflicts between the applications, on a technical level and when integrating disparate systems.

If the Court selects OnBase, a more detailed study is required to determine the exact hardware and software needed, but at a minimum the following would be required:

- OnBase Server
- OnBase Web Server
- Database Server

Below is a list of hardware products that the team has initially identified as necessary for the OnBase system.

Product Type	Product Name	Price	User/Units	Total Cost
NAS	DELL Network Accessible Storage	\$16,951	1	\$ 16,951
Scanner	Bell and Howell	\$20,000	1	\$ 20,000
Scanner Maintenance Kit	Maintenance Kit	\$ 1,000	1	\$ 1,000
Server	Web Server	\$ 8,500	1	\$ 8,500
Server	Database Server	\$ 8,500	1	\$ 8,500
Rack Console	Dell 1U Rack Console	\$ 1,100	1	\$ 1,100
Rack Cooling Kit	HP Rack fan kit	\$ 400	1	\$ 400
Modular PDU	HP Low Voltage 24A Modular PDU for Compaq Rack	\$ 400	2	\$ 800
Tape Drive	IBM 3583 Tape Library Expansion	\$25,000	1	\$ 25,000
Monitor	Viewsonic G810 monitor	\$ 500	7	\$ 3,500
Workstation	CLH Workstation	\$ 2,000	6	\$ 12,000
Workstation Memory	PC800 DIMM (256MB)	\$ 100	20	\$ 2,000

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Product Type	Product Name	Price	User/Units	Total Cost
Workstation Memory	PC800 DIMM (512MB)	\$ 200	6	\$ 1,200
				\$ -
TOTAL HARDWARE COSTS				\$ 100,951

Note that a more detailed analysis, design, and development are required to more accurately forecast for the system hardware costs.

Initial Additional Software Costs

In addition to the OnBase modules, below is a list of software products that the team has initially identified as necessary for the OnBase system:

Product Type	Product Name	Price	User/Units	Current Cost	Annual Future Cost
Database Software	SQL Server 2000 Standard	\$ 450	1	\$ 450	\$ -
Database Software	SQL Server 2000 CAL	\$ 94	25	\$ 2,350	\$ -
Database Software	SQL Server 2000 Standard	\$ 430	1	\$ 430	\$ -
Database Software	SQL Server 2000 CAL	\$ 94	5	\$ 470	\$ -
Windows Domain CAL	Windows 2003 CAL	\$ 19	450	\$ 8,388	\$ -
Backup Client for Server	IBM - TSM	\$ 500	8	\$ 4,000	\$ -
Windows 2003 Server Licnese	Windows 2003 Server	\$ 500	6	\$ 3,000	\$ -
Operating System Tools	OS Tools	\$ 1,500	3	\$ 4,500	\$ -
Sybase SQL Anywhere Studio	Sybase SQL Anywhere Studio for Export Module	\$1,000	1	\$ 1,000	\$ -
UNIX Bar Code Software	Unibar	\$ 825	1	\$ 825	\$ 825
				\$ -	\$ -
TOTAL SOFTWARE COSTS				\$ 25,413	\$ 825

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Note that a more detailed analysis, design, and development are required to more accurately forecast for the additional system software costs.

Please refer to Appendix A for detailed specifications.

Administration & Development Costs

Note that detailed analysis, design, and development are required for the system.

OnBase
The Court has two choices in developing the OnBase environment: <ul style="list-style-type: none">- UTS staff can go to OnBase training, and spend additional time in becoming experts in the OnBase system in order to do in-house administration & development.- Administration & development can be purchased from OSAM Inc.

Training Costs

This section summarizes the team's initial estimated training costs for the OnBase software.

Product Name	Product Description	Price	User/Units	Current Price
OSAM Training				
End User Training Per day	Includes training on the overall use of the imaging system. Areas of training are: general queries, printing, zooming, magnifying, rotating, scrolling, annotations, importing, exporting, deleting pages or documents, modifying indexes, adding pages or documents, preparing, scanning, indexing, quality control, post processing, setting scanner settings.	\$2,000	5	\$10,000
End User Training Per Attendee		\$ 50	17	\$850
Administrator User Training Per day	Application development and modification, establish users/groups, defining user profiles, database maintenance, system back-up, installing client software, performing retrieval functions (queries, printing,	\$2,000	1	\$2,000
Administrator User Training Per Attendee		\$ 100	5	\$500

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	annotations, etc.), training end users on scanning, indexing and retrievals.			
Hyland/OnBase Training				
Pre-Installation Course - Web Based	Introduction to the OnBase essential concepts and terminology used in designing and configuring OnBase solutions. The class is for new administrators of OnBase to assist with the planning and implementing of the new OnBase system being used in the user's environment.	\$ -	5	\$0
Workflow WBT Training	This class prepares OnBase Administrators for their first Workflow course provided by Hyland Software. Assists with the process of translating a business process and its requirements into an appropriate design for OnBase workflow development. This class is to provide OnBase terminology and information to build a business case scenario to be used in the Workflow class.	\$ -	5	\$0
Systems Administrator Training (On-site training for 6 staff \$6,000 + \$100/attendee + T&E)	This course is an introduction to the use, maintenance, and administration of OnBase. The class provides in-depth, hands-on experience based using actual business scenarios. The class also investigates technical support process, effective maintenance strategies, online documentation and other resources available to OnBase system administrators	\$12,500	1	\$12,500
Workflow Administrator Training (Off-site Training Flight, Hotel, Car and Daily Cost \$2000)	This class is an introduction for administrators to the creation, modification, and administration of OnBase Workflow implementations. The class provides in-depth, hands-on experience based on actual, completed implementations. Training scenarios require students to employ multiple functions within their workflow designs from the complete set available.	\$3,500	3	\$10,500
Interface Technical Training				

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Administrating a MS SQL Server 2000 Database	This class will teach the administrator how to describe SQL Server architecture; plan for a SQL Server installation, and then install an instance of SQL Server; manage files and databases, including determining resource requirements; choose a login security method, configure login security, plan and implement database permissions, and describe how to secure SQL Server in an enterprise network; perform and automate administrative tasks and create custom administrative tools; back up databases and implement a backup strategy; restore databases; monitor and optimize SQL Server performance; transfer and migrate data into databases; maintain the high availability of SQL Server; describe how to replicate data from one SQL Server to another.	\$1,395	1	\$1,395
Phoenix Municipal Court (IST) Training				
General Retrieval / Printing Training	This training will be provided by Court staff to users of the OnBase system outside of the Optical Imaging Section. This training will show users web based screens, retrieval and printing methods.	\$ -	58	\$0
				\$37,745

Note that the associated training costs are only for the cost of the classes themselves, and include general estimates for travel and per diem costs. Further, a more detailed analysis, design, and development are required to more accurately forecast for actual training needs.

Initial Installation Costs

OnBase
OSAM Inc. charges the following prices for installation (estimates only based on previous court installations): <ul style="list-style-type: none"> - Installation = \$7,500 + T&E (5 days) - System Design Document = \$3,000 + T&E (2 days)

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- | |
|--|
| <ul style="list-style-type: none"> - Workflow Analysis = \$8,500 + T&E
(5 days) - Workflow Installation = \$59,500 + T&E
(35 days) |
|--|

Initial Estimated Projected On-Base Costs

Cost Category		Unit Costing		Cost Classification	
Item	Description	Unit Cost	Quantity	Development	Operating
Outside Consultant Costs					
OSAM	System Design Documentation (2 days)	\$1,500	2 Days	\$3,000	
	Installation (5 days)	\$7,500	1 Each	\$7,500	
	Workflow Analysis (5 days)	\$8,500	1 Each	\$8,500	
	Workflow Installation (35 days)	\$59,500	1 Each	\$59,500	
	On-site support (10 hour block)	\$1,500	1 Each		\$1,500
	eiStream to OnBase Conversion	\$95,000	1 Each	\$95,000	
	End User Training Per day	\$2,000	5 Days	\$10,000	
	End User Training Per Attendee	\$50	17 Each	\$850	
	Administrator User Training Per Day	\$2,000	1 Each	\$2,000	
	Administrator User Training Per Attendee	\$100	5 Each	\$500	
Hyland	System Administrator On-site Training for 5 staff (\$6000 + \$100 per student, and includes estimate for T&E)	\$12,500	1 Each	\$12,500	
	Workflow Administrator Off-site Training (\$2000 course cost per student, and includes estimate for T&E)	\$3,500	3 Each	\$10,500	
Interface Training	MS SQL Server 2000 Administration	\$1,395	1 Each	\$1,395	
Subtotal				\$211,245.00	\$1,500.00
Hardware Costs					

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Cost Category		Unit Costing		Cost Classification	
Item	Description	Unit Cost	Quantity	Development	Operating
NAS	Network Attached Storage	\$16,951	1 Each	\$16,951	
	Storage Expansion	\$7,000	1 Each		\$7,000
Scanner	Bell + Howell Scanner	\$20,000	1 Each	\$20,000	\$20,000
	Scanner Maintenance Kit	\$1000	1 Each	\$1000	
Server	Web Server	\$8,500	1 Each	\$8,500	
	Database Server	\$8,500	1 Each	\$8,500	
Rack	Rack Console	\$1,100	1 Each	\$1,100	
	Rack Cooling Kit	\$400	1 Each	\$400	
	Modular PDU	\$400	2 Each	\$800	
Tape Library	IBM 3583 Tape Library Expansion	\$25,000	1 Each	\$25,000	
Workstation	Replacements / New Archival Unit	\$2,000	6 Each	\$12,000	
	21" Monitor	\$500	7 Each	\$3,500	
	Memory Upgrades (256MB)	\$100	20 Each	\$2,000	
	Memory Upgrades (512MB)	\$200	6 Each	\$1,200	
Subtotal				\$100,951.00	\$27,000.00
Software Costs					
OnBase Modules	Multi-User License (trade-in)	\$0	1 Each	\$0	
	Web Server	\$8,000	1 Each	\$8,000	
	Concurrent Client (trade-in)	\$0	11 Each	\$0	
	Concurrent Client (Departmental Transfer)	\$0	33 Each	\$0	
	Workflow Departmental Server (trade-in)	\$0	1 Each	\$0	
	Workflow Concurrent Client (trade-in)	\$0	11 Each	\$0	
	Workflow Concurrent Client	\$800	4 Each	\$3,200	
	Document Import Processor (Rental, \$500 per month)	\$500	1 Month	\$500	
	Production Document Imaging (Departmental Transfer)	\$0	5 Each	\$0	
	DVD Authoring	\$1,600	1 Each	\$1,600	

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Cost Category		Unit Costing		Cost Classification	
Item	Description	Unit Cost	Quantity	Development	Operating
	Export	\$4,000	1 Each	\$4,000	
	Document Retention	\$7,200	1 Each	\$7,200	
	Report Writer	\$4,000	1 Each	\$4,000	
Microsoft	SQL Server 2000 Standard	\$430	2 Each	\$860	
	SQL Server 2000 Standard Media	\$20	1 Each	\$20	
	SQL Server 2000 Standard CAL	\$94	30 Each	\$2,820	
	Windows 2003 Server License	\$500	6 Each	\$3,000	
	Windows 2003 CAL	\$19	450 Each	\$8,388	
Executive Software	Diskeeper 9 & Undelete 5	\$1,500	3 Each	\$4,500	
IBM	Tivoli Backup Client for Server (per processor charge)	\$500	8 Each	\$4,000	
Sybase	Sybase SQL Anywhere Studio	\$1,000	1 Each	\$1,000	
Barcode	UNIX Barcode software (annual subscription)	\$825	5 Years	\$825	\$3,300
Subtotal				\$53,913.00	\$3,300
Licensing and Maintenance					
OnBase Modules	Maintenance on trade-in modules	\$4,176	1 Each	\$4,176	
	Maintenance on Departmental Transfer	\$4,728	1 Each	\$4,728	
	Yearly Maintenance Renewal	\$13,104	4 Years		\$52,416
OSAM	Yearly On-site support 10 hour block	\$1,500	4 Each		\$6,000
Bell + Howell	Yearly Scanner Maintenance (Scanner #1)	\$2,000	4 Years		\$8,000
	Yearly Scanner Maintenance (Scanner #2)	\$2,000	3 Years		\$6,000
Dell	NAS /Server Maintenance (2 years extended coverage, beyond 3 year base warranty)	\$2,000	1 Each		\$2,000
Subtotal				\$8,904.00	\$74,416.00

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Cost Category		Unit Costing		Cost Classification	
Item	Description	Unit Cost	Quantity	Development	Operating
Facilities					
Closed Records	Modular Furniture Reconfiguration	\$6,000	1 Each	\$6,000	
Computer Room	New Electrical Installation	\$1,500	1 Each	\$1,500	
Subtotal				\$7,500.00	
FTE Labor					
IT FTE	IT FTE Labor Costs		Total	\$43,411	
User FTE	User FTE Labor Costs		Total	\$11,030	
Subtotal				\$54,441.00	
				Total Developmental Costs	\$436,954.00
				Total Operational Costs	\$106,216.00
				TOTAL PROJECT COSTS	\$543,170.00

Conclusion

The project team has concluded that the OnBase product is capable of meeting the Court's current Closed Records imaging system requirements, Court-wide image retrieval, and potential future active case file imaging needs. Support of this conclusion is based on several factors. First, OnBase is a stable company that appears to have longevity into the distant future. Second, Gartner has OnBase listed as a Challenger in its 2004 Magic Quadrant for Enterprise Content Management report. Third, Doculabs summarized that OnBase is a single-vendor solution for a full range of document management needs and makes great sense for organizations with diverse EDMS needs. Perhaps the most compelling support for our conclusion is the successful installation of the system at Maricopa County, Clerk of Superior Court. Maricopa County is already using OnBase for front-end scanning, with a higher scan volume and user base than the Court.

Maricopa County is the fifth largest County in the United States and has successfully implemented OnBase as a front-end (active case file imaging) solution. Maricopa Counties Clerk of Superior Court scans approximately two times the image volume of our Court ((Municipal Court scans ~260,000 images per month), and currently has the estimated number of images in the repository (21 million) that the Court anticipates retaining for our longest retention period. This is a strong supporting statement that the OnBase product will not only support the Court's Closed Records replacement project, but will be able to scale out to the Court's future desire for Active Case File imaging.

Note that additional detailed investigation, analysis, design and development will be necessary to actually implement the OnBase Closed Records imaging system at the City of Phoenix, Municipal Court. Additionally, further detailed investigation, analysis, design and development will be necessary to expand the OnBase imaging system to include active case file imaging.

Appendix A – Details on Hardware & Software Platforms

This appendix lists in detail all hardware and software needed, as recommended by OnBase.

OnBase

OnBase Server Configuration

- Dual Pentium III 850 MHz minimum or Quad Pentium II Xeon 550 MHz recommended (High volume situations may require multiple processors)
- Running Windows 2000 Server or 2003 server
- 32 Bit PCI Architecture
- RAM requirements: 512 Mb minimum / 1028 MB recommended
- PCI Ultra Wide SCSI Controllers (Adaptec 3940UW Dual Channel Ultra Wide)
- Free Hard Disk Space Dependant on database and disk group size. Separate drives recommended for database and system files, each on their own SCSI controller
- Tape Backup Device with cartridge feeder
- SCSI Array Connected for duplicate copies of Images
- Tape Backup and Restore software
- CD-ROM drive
- Un-interruptible Power Supply (UPS)

Notes: Database/file servers should be dedicated purpose servers; i.e. not used as a domain controller, web server, email server, print server, proxy server, etc. Network and disk I/O hardware should be optimized for performance and redundancy.

OnBase Web Servers

- CPU Dual Pentium III 850 MHz recommended
- Memory 512 Mb minimum / 1028 Mb recommended
- Free Hard Disk Space 1Gb minimum
- Web Browser:
 - o MS Internet Explorer 5.0 or better
 - o MA MDAC 2.5 or better.

Notes: Requires OnBase web servers should be dedicated purpose servers; i.e. not used as a domain controller, email server, print/database/file server, proxy server, etc. Network and disk I/O hardware should be optimized for performance and redundancy.

CD Authoring/Scanning Workstation

- Pentium 500 or higher (EISA, PCI or Micro Channel)
- 128 Mb RAM minimum, 256 MB recommended
- The following hard drives, each on their own SCSI controller:
 - o 1 GB hard drive for system files and OnBase software; and dedicated 1GB hard disk or partition for ISO image on IDE channel or on separate SCSI channel
 - o OnBase tested and approved CD-ROM Writer
- Windows 98, NT, Professional, or XP

DVD Authoring Workstation

- Pentium 500 or higher
- Dedicated 5 GB hard drive
- 16 MB RAM
- Minimum 540 KB DOS Memory
- Supported DVD Writer (Pioneer DVR-S201 and DVR-S201 series writers are recommended)

Client Retrieval Workstations

- Pentium class PC or higher (EISA, PCI or Micro Channel)
- 32 MB RAM or higher

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OnBase

- 200 MB hard drive for system files and OnBase software
- Windows 98, NT, Professional, or XP
- Web Browsers
 - o Microsoft Internet Explorer 4.01 or better
 - o Netscape Navigator / Communicator 4.5 or better
- Operating System: Windows 95, Windows 98, Windows NT

Database Recommendations

The OnBase Information Management System currently supports SyBase SQLAnywhere, Oracle, and Microsoft SQL Server as the back end ODBC database. These databases give customers the flexibility to choose a database that best meets their needs. When recommending databases, please keep the following guidelines in mind: If you implement an Oracle or Microsoft SQL Server database, your company's database administrator must perform the manufacturer's recommended maintenance on a regular basis. We cannot stress enough the importance of regular database administration.

Appendix B – Link to Gartner Magic Quadrant for Enterprise Content Management, 2004

[Magic Quadrant for Enterprise Content Management, 2004](#)

Appendix C – Link to Gartner Magic Quadrant for Enterprise Content Management, 2003

[Magic Quadrant for Integrated Document Management, 2003](#)

Appendix D – Link to Doculabs Functional Assessment of Hyland Software's OnBase

[Doculabs Functional Assessment of Hyland Software's OnBase](#)

Appendix E – Forecasted OnBase Modules

Product Name	Product Description	OnBase Requirements:	3rd Party Requirements:	List Price
OnBase Server Modules				
Multi-User License	Provides utilities, OnBase Configuration, Basic Text Search and Print Servers, and a License to use the copyrighted OnBase Database in a single institution, multi-user environment. These licenses are not transferable to service bureau customers.	Required for each Institution and each OnBase Database within that Institution.	Requires a supported SQL DBMS.	\$ 5,000
Web Server	Provides an ActiveX or HTML browser interface to access documents stored in an OnBase database via the Internet, Extranet or corporate Intranet.	In order to access documents via the web server, you need either a Concurrent Client license or a Named User Client license.	Requires IIS 4.0 or greater. Web Server is only for Microsoft Windows NT or Windows 2000 family of operating systems.	\$ 10,000
OnBase Client Modules				
Concurrent Client	Provides retrieval, viewing, printing, and management of documents. Concurrent license lease begins upon Client login/connection and ends when user closes the Client or 5 minutes, whichever is later. Both a thick or thin client can use this license.			\$ 1,200

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Workstation Client	Provides retrieval, viewing, printing, and management of documents. Only a thick client can use this license.			\$ 600
OnBase Workflow Modules				
Workflow Departmental Server	Provides electronic document routing through a configurable work process. Includes pre-configured rules, actions, transitions, and notifications and additional capabilities for VB scripts. Allows one department within an organization to create workflow solutions specific to that department (e.g. an AP department may implement a Requisition process and a Payables Review process. If more than one department wishes to use Workflow, they must license the Workflow Enterprise Server). This license may be applied toward purchase of Workflow Enterprise Server within one year of the purchase date.	In order to access the workflow client interface you need one of the three OnBase Client licenses as well as a Workflow Client license (WFIPC1, WFIPW1, or WWIPN1).		\$ 10,000
Workflow Concurrent Client	Provides access to Workflow functions in order to perform work and complete tasks on documents. License lease begins upon first Workflow activity, ends when user closes or minimizes	Requires one of the three OnBase Client licenses. Requires a Workflow Server license (WFIPD1 or WFIP11).		\$ 1,000

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	Workflow.			
Workflow Workstation Client	Provides access to Workflow functions in order to perform work and complete tasks on documents.	Requires an OnBase Workstation Client license. Requires a Workflow Server license (WFIPD1 or WFIP11).		\$ 500
OnBase Input Modules				
Document Import Processor	Imports documents (scanned or other) and their respective index information. This module is often used in conjunction with third party forms processing software as well as data conversions utilities.	Includes a Workstation Client license (CTIPW1).		\$ 5,000
OnBase Imaging Modules				
Production Document Imaging	Scans (digitizes) paper documents using TWAIN or Kofax compatible devices. Advanced features include distributed capture and indexing, image enhancement, bar code recognition (Kofax), blank page separation and auto-enabled indexing.	Includes a Workstation Client license (CTIPW1).	If utilizing Kofax, the Kofax software or a Kofax image processing board is required.	
OnBase Output Modules				

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DVD Authoring	Provides the ability to utilize DVD storage for data backups or document exporting/publishing.	Requires an OnBase Client license	Please visit www.teamonbase.com for latest requirements.	\$ 2,000
Export	Exports documents and their respective indexes out of an OnBase system. These documents and indexes can be imported into another OnBase system or used in conjunction with the OnBase Publishing module.	Requires an OnBase Client license. If Exporting to CD, requires CD Authoring license (CDIPW1).	Requires standalone Sybase SQL Anywhere 5.5/5.0, or 7.0 or Sybase Adaptive Server Anywhere 8.0.	\$ 5,000
Document Retention	Manages the retention and disposition of stored documents according to pre-defined business rules, typically involving the passage of time or the occurrence of an event allowing for automatic destruction and/or removal from the OnBase document repository.	Requires an OnBase Client license.		\$ 9,000
Report Writer	Report Writer	Requires an OnBase Client license.		\$ 5,000