



Trinity River Authority of Texas

Trinity River Authority Saves Time and Money by Reducing Paper Processes

Cardiff LiquidOffice™ reduces costs and speeds processes within HR department

<p>Company Name Trinity River Authority of Texas</p>
<p>Industry State/Local Government</p>
<p>Application Centralized Repository of personnel, HR and payroll forms</p>
<p>Challenge Reduce redundant processes & stream line approvals</p>
<p>Solution</p> <ul style="list-style-type: none"> • Cardiff LiquidOffice • Interlink Electronics' ePad used with CIC's Sign-It Software for signature certificate authentication
<p>Result</p> <ul style="list-style-type: none"> • More efficient flow of information • Reduced costs for printing, paper, transportation and mailing • Shorter approval times, from weeks to days, for many processes • Integration of personnel actions / requests with payroll system



The Trinity River Authority of Texas (TRA) is an independent political subdivision of the State of Texas that provides water, wastewater, reservoir and recreation facilities within the Trinity River watershed. This 18,000 square mile watershed lies in the eastern third of the state, includes the rapidly growing Dallas/Fort Worth metropolitan area, and is

home to over 30 percent of the state's population. The three primary functions assigned to TRA by the state legislature are to maintain a water resources master plan for the entire watershed; serve as local sponsor for federal water projects; and provide services authorized by the state legislature within its territory.

TRA has developed assets valued in excess of \$1 billion and exists without the benefit of a direct tax base or appropriations from the state or federal government. Tight fiscal management and control are necessary goals of the organization. With this in mind, TRA management launched cost-saving initiatives to reduce paper processes and procedures.

The Challenge

In response to this paperwork reduction mandate, General Services at TRA sought to streamline business processes. As the department responsible for payroll, human resources and personnel functions, many of its processes were inefficient due to a redundant flow of paper forms throughout the organization. These inefficiencies impacted employee morale and productivity and resulted in an inability to be fully competitive with private industry in recruiting and hiring high-caliber employees.

For example, supervisors had a choice between using a printed work performance evaluation form during the employee review process, which had to be completed on a typewriter, or using an Excel or Word form from a computer. The evaluation had to be accompanied by a separate personnel status change form, recommending the salary increase for the employee being reviewed. Each of these forms required up to four or five signatures and contained much of the

same information, resulting in wasted time and paper.

"The process of getting signatures from managers was cumbersome," said Taylor Huynh, Manager of Personnel Services at TRA. "Because our facilities are spread throughout our watershed, it often took several weeks to distribute the evaluations and complete the approval cycle. In addition, many supervisors were still using typewriters, so paper forms had to be transported between our different sites. We needed to make operations more efficient and to reduce our transportation and mailing costs."

The Solution

After completing a productivity survey, General Services set out to find a solution to present to the TRA Board of Directors. They created workflow charts demonstrating the redundancies in their processes and contacted several other river authorities for ideas. The search led to Cardiff Software, a leading provider of business process-automation solutions, and Interlink Electronics, a global leader in the design and manufacture of intuitive interface technologies and products.

"We were concerned with cost and ease of use," said Huynh. "We don't have in-house programmers, so we needed user-friendly software that would require minimal training. The fact that we could set up a central forms

repository by ourselves with the Cardiff LiquidOffice solution was a huge factor in our decision. Its compatibility with other systems and with interface devices for obtaining electronic signatures was also important."

LiquidOffice's turnkey enterprise eForm repository supports all types of external forms and document file formats. Organizations are able to utilize the form repository from 'day one,' by putting all blank corporate forms into a central location and phasing in forms with built-in intelligence.

"Though it took us three months to compile our proposal and gain approvals, it only took a matter of weeks to set up the eForm repository that replaced our outmoded paper processes," Huynh commented.

Many of TRA General Services' online forms have built-in intelligence that initiates processes as various actions are completed. For example, the employee evaluation and the personnel status change forms have been combined onto a single form that contains fields that are automatically filled in from data residing in the main HR database. Once completed, the form gets automatically routed to the first supervisor in line for signature and authentication, which is accomplished via Interlink Electronics' ePad tool and CIC's Sign-It Signature software. The approval process is completely automated with email alerts to the person whose signature is required.

The Results

Huynh points to a wide array of productivity and efficiency gains, as well as direct cost savings associated with the new processes.

"If a supervisor doesn't sign off on a form in a certain amount of time, the form can be withdrawn and sent to the next supervisor," Huynh explained. "We've removed the roadblocks in the process in addition to greatly reducing paper, printing, transportation and mailing costs."

Huynh continued, "We have reduced offset printing costs by eliminating carbon-copy and other paper forms, and we have reduced approval times from weeks or even months to days."

In the future, TRA has plans to use LiquidOffice across other departments in order to eliminate workflow bottlenecks and redundant processes. "The open architecture of LiquidOffice is going to allow us to connect directly into our new Lawson financial system," said Huynh. "Because LiquidOffice is designed for business process automation using an open systems approach, the ability to connect to future systems is ensured."

Put Information to Work - Cardiff™ Software is a leading global provider of business process automation solutions. Cardiff products provide an integrated suite that automates the capture and processing of business forms and documents, dramatically reducing the high cost of manual data entry and form processing. This raises employee productivity, improves customer responsiveness and increases revenue. Cardiff is the only solution for managing both paper and online forms and documents and is dedicated to providing ease-of-use, open standards and flexibility across its entire product line. In business since 1991, Cardiff has a global distribution network spanning every continent and more than 20,000 customers worldwide. For more information on Cardiff, visit www.cardiff.com.

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