IBM

IBM `Information Management` software

Softech & Associates Land Survey

Partner Solution

- **Target Industry**
  Energy and Utilities
  Government

- **Business Application**
  Survey Report Management

- **Products**
  IBM FileNet Business Process Manager
  IBM FileNet Capture
  IBM FileNet Content Manager

Business Challenge

Two hundred years ago George Washington was one of the principal surveyors involved in the exploration of the "western" lands that now make up the continental United States.

The job of today's land surveyor, while somewhat less pioneering, has become incredibly more complicated. Increased scrutiny of land-use decisions by government agencies, environmental groups and the private sector, have heightened the criticality of the land survey documentation process. Land survey companies are challenged with responding to an increasing number of requests for land surveys and the ever-increasing workload of surveyors.

The volume and variety of reports currently used by survey personnel commands a solution that provides automated workflow and real-time visibility into the work queue. In doing so, load balancing and delivery improvements can be achieved, as well as consistency in reporting for optimal communication among surveyors and management personnel.

With heightened expectations for faster, more accurate reporting, survey organizations also need to reduce time spent writing reports, provide

enhanced accuracy and improved documentation all while offering better report tracking. In addition to improving overall productivity, they need to meet requirements for improved customer service.

Solution

Leveraging IBM's Enterprise Content Management (ECM) suite of products, Softech & Associates' Land Survey provides an end-to-end workflow and reporting process for land surveys. The solution features a secure, online automated request form. This form has a bi-directional interface with a GIS database enabling a streamlined reporting process by ensuring the accuracy of the requested survey against the appropriate legal parcels .

Additionally, the requestor may attach electronic supporting documents or print out barcodes that can be used to auto index paper documents that are sent to a central scanning location at a later time. Upon submission of the form, a workflow instance is created that links all the supporting documents to the report (auto-rendezvous).

To streamline work assignments, ensure that committed deliveries are met and provide oversight and reporting for management personnel, the solution provides tentative

assignment of each requested report to the surveyor for that particular area. The request is then routed to the area manager, who can approve the request, perform an on-line check of the surveyor's current workload and due dates or override the default assignment and assign the work to another surveyor.

Automated tools including GPS, digital photo recording and burning are used to improve the accuracy and clarity of the surveyor's report. To further simplify the surveyor's work, an automated report template is used to ensure that the report looks professional and that the required information, including photos and maps, remains consistent. Depending on the report type, different sections of the report may be displayed or hidden. With the automated reporting feature, the surveyor also can query the repository for existing documents related to the parcel(s) being surveyed.

With the end-to-end workflow and reporting process, the survey requestor is automatically informed of the status of the report process. After the report is approved, it is emailed to the requestor. Once the requestor enters the action taken, the report is stored in the repository for future reference and may not be altered.

Value Proposition

Land Survey eliminates the need for massive hard copy filing systems and manual, paper-intensive processes that overburden land surveyors. Streamlining and automating the survey report preparation process with the solution offers the following benefits:

- A reduction in the time surveyors spend writing reports

- Enhanced accuracy and improved documentation of photo locations

- Improved customer service

- Improved management oversight of the survey process

- More consistent presentation of survey data

It is estimated that the Land Survey solution reduces the number of manual steps by more than 30 percent. This dramatic reduction in the labor involved in writing the survey reports enables faster report turnaround and a more comprehensive product.

Company Description

Softech & Associates, Inc. is a leading provider of flexible client configurable enterprise content management solutions and tools that allow IBM ECM customers to better leverage their investment. Softech provides consulting services expertise in system installation and optimization, release upgrades, volume image conversions, high-speed document import/export, platform, data and application migrations and customer support.

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