



Systems Integrator Program Success Story

General Dynamics Information Technology

As a trusted systems integrator for more than 50 years, General Dynamics Information Technology (GDIT) provides information technology, systems engineering, professional services and simulation and training to customers in the defense, intelligence, homeland security, health, federal civilian government, state and local government and commercial sectors.

With approximately 17,000 professionals worldwide, the company manages large-scale, mission-critical IT programs delivering IT services and enterprise solutions.

Jacqueline M. Wilson, Senior Program Manager at GDIT, Civilian & Homeland Security Sector, says that working with Laserfiche has brought benefits “from business development to actual integration” in adding ECM-specific functionality to projects.

The Flexibility & Support to Win New Business

Wilson says GDIT has been able to pursue more opportunities due to the inherent flexibility of Laserfiche to fulfill varied government requirements.

“We’re able to present Laserfiche to a federal agency in whichever way meets their needs: as an out-of-the-box solution or something we can customize easily,” Wilson explains.

“We often see a requirement for specific ECM functionality and uses, such as storing old and new documents and then continuing to be able to capture them. Laserfiche allows us to bring a range of things to the table with Workflow, Import Agent for imaging and Quick Fields scanning and capture—we can create a range of solutions.”

This creates a two-fold advantage. “Working with a single provider to answer these requirements helps us get our foot in the door with an opportunity. Explaining a technical solution simply, using one product, is less confusing for the evaluators—and it makes the proposal easier to understand all the way up the line of decision makers,” she says.

“I like it from a project management standpoint because I’m not working with a whole bunch of different support lines. That’s huge for me, because when I have an issue, it’s one call to work through a solution for a client, both new and existing ones.”

The Scalability to Expand Existing Business

Wilson cites a recent project where she was able to leverage the flexibility and scalability of Laserfiche to expand an opportunity for GDIT.

“We recently had a large government agency that needed a mirrored solution for back-up recovery and availability. The Laserfiche Rio ECM solution was huge for us, because we could offer multiple servers without purchasing separate server licenses,” she says. “Laserfiche Rio allowed us to deliver the best technical solution cost effectively. We’re able to include our services and work with Laserfiche on those areas that aren’t out of the box.”

Another huge selling point, Wilson says, is the integrative capabilities of Laserfiche ECM within existing Microsoft-based infrastructures. “The Laserfiche SDK allows us to customize the product within high security environments without a complete re-write,” she explains.

“The .NET API makes it easy to customize the Web interface or integrate two completely different software systems to make a full-circle solution without changing code. We can open ports where Laserfiche can pass through another type of software. We’re also able to bring documents created in another application into Laserfiche—that’s a huge selling point.”

Wilson says this allows GDIT to add more value to clients’ system use. “We’ve had several instances where we’ve turned an archiving procedure that used to involve printing and scanning into a one-step process.”

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The Ease-of-Use to Enhance Success

Wilson also credits Laserfiche’s ease-of-use with contributing to the practical success of projects involving ECM-related functionality. She cites a recent project where a federal agency was tasked with fulfilling a mandate to implement formal records management policies after years of storing documents on file servers. Because Laserfiche Records Management Edition is DoD 5015.2-certified (and is, in fact, the first ECM solution to be jointly certified with SharePoint® 2010), she says, “We were able to implement records management according to DoD specifications and set up file plans in that compliancy.”

Besides fulfilling the technical specifications, the project also depended on effective deployment and end-user adoption. “Records management is usually a very cumbersome task, but the way Laserfiche is set up, it’s relatively straightforward for a records manager to set up file plans and retention schedules,” Wilson explains.

“The actual records management in Laserfiche is transparent to the end user, because it’s all happening on the back end. The Laserfiche interface looks and feels like something people have used before, so the different departmental staffs were able to catch on quickly through trainings and roll-out. That’s pretty huge as well.”

About Laserfiche

Since 1987, Laserfiche has used its Run Smarter® philosophy to create simple and elegant enterprise content management (ECM) solutions. More than 30,000 organizations worldwide—including federal, state and local government agencies—use Laserfiche® software to streamline document, records and business process management.

Your Next Step

Please call **(800) 985-8533** or e-mail **info@laserfiche.com** for more information.

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