

# DOCUDRIVEN EXPEDITES LOCATING PUBLIC RECORDS FOR GRAYS HARBOR COUNTY ASSESSOR'S OFFICE

Case Study

**DocuDriven**  
Optimize Your Business

## OVERVIEW

Pages Digitized: 229,954

Boxes Scanned: 160

Scanning Location: DocuDriven

Cost: Within Budget

Timeline: On Schedule

Number of Parcels: 66,980

**"OF ALL THE COMPANIES I'VE WORKED WITH, DOCUDRIVEN HAS BEEN THE EASIEST TO WORK WITH. THE STAFF WAS PROFESSIONAL, FRIENDLY, QUICK TO RESPOND TO OUR REQUESTS, AND KEPT US INFORMED EVERY STEP OF THE WAY."**

**-KELLIE WAHLSTROM, ADMINISTRATIVE ASSISTANT, GRAYS HARBOR COUNTY ASSESSOR'S OFFICE**

## CHALLENGE

Grays Harbor County Assessor's Office was struggling with the amount of time it took to access important public records. With the sheer amount of physical documents, a file location request could take months to complete. There were 229,954 pages taking up valuable office space and time. In order to allow quick and easy access, digitization would be necessary. The Assessor's Office also wanted the digitized records to be uploaded into the parcel records system. Many documents were in house books and others were in filing cabinets. The State Archives and local historical societies wanted records returned for long-term record keeping as well. Another issue was the need to secure funds to complete the digitization project.

## SOLUTION

The Assessor's Office applied for a grant to receive funding from the State of Washington for this project. Kellie Wahlstrom, Administrative Assistant from the Assessor's Office stated, "We applied for a digitizing grant and one of the requirements was obtaining quotes from several different digitizing companies. DocuDriven quickly responded to my requests and was very thorough with all the facets of getting an accurate quote and timeline put together." DocuDriven was chosen as their preferred partner.





## RESULTS

Through newly implemented software combined with DocuDriven's record digitization, the office space dedicated to paper files was freed up, along with their time. Wahlstrom expressed that, "the Assessor's Office receives approximately 4,800 requests a year via phone, e-mail, or walk-in that require employees to go into the vault to pull information out of house books or files in order to complete a request. Having these records digitized and attached to their current software system not only expedites the retrieval process, but decreases the labor burden when responding to public records requests, improving their ability to serve the public."

**"DocuDriven has been outstanding to work with. I'll be passing the DocuDriven name on to assessors that are interested in doing some digitizing of records."**

**-Dan Lindgren, Grays Harbor County Assessor**



## THE DOCUDRIVEN DIFFERENCE

Because of the speed and responsiveness of Docudriven's service, and an accurate quote and timeline provided by the Assessor's Office, they were able to apply for a grant that covered the expenses needed to digitize their records. Throughout the process, if a document needed to be located and e-mailed to the Assessor's Office, there was a 24-hour turnaround. DocuDriven returned each binder in its original state as requested. The successful digitization project convinced the Assessor's Office to recommend DocuDriven to other Assessors.

### ABOUT DOCUDRIVEN

DocuDriven is a Business Process Optimization (BPO) company with an emphasis on data and document management based out of Vancouver, Washington. They specialize in offering products and services to help optimize your organization's business processes. Services are provided both on-site or off-site.

(360) 760-4266

[www.DocuDriven.com](http://www.DocuDriven.com)