

Gulf Coast Waste Disposal Authority, Texas

Inaugural Integration Between Eden and Tyler Content Manager Increases Data Accessibility and Reduces Costs

Winner of 2010 Tyler Public Sector Excellence Award

Industry: Authority

Location: Houston, TX

Employees: 150

Years as a Tyler Client: 7

Budget: \$73 million

Tyler Products Used: Eden, Tyler Content Manager

The Facts: Created by the Texas Legislature in 1969, the Gulf Coast Waste Disposal Authority is dedicated to waste management activities. Its main focus: to provide reliable, cost-effective wastewater treatment and serve as a resource for continued economic development. Governed by a nine-member Board of Directors selected from its primary jurisdiction—Harris, Chambers and Galveston Counties—the authority owns and operates four industrial wastewater treatment facilities that process liquid wastes from more than 80 petrochemical plants.

Contact:

Jim Cooksey, Manager of Financial Services, **Bill Graves**, Controller, **Linda Anderson**, Financial System Support

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Key Challenges

- Eliminate paper-driven processes that lead to wasted time and resources by integrating documents with associated financial records
- Provide senior management with improved access to data to make informed decisions
- Enable auditors to access data and processes faster and easier to verify the authority is correctly following policies and procedures

Benefits: Financial and Beyond

- Documents are now scanned and attached to transactions as they are entered into Eden, reducing storage costs
- Approval time is shortened and employee efficiency is increased through easier access to comprehensive records from one system
- Auditors are able to electronically review authority processes and documents, saving significant auditor and employee time

Gulf Coast Waste Disposal Authority Best Practices

- Partnered with Tyler to perform BETA testing on the integration between Eden and Tyler Content Manager
- Provided suggestions for improvements and enhancements to the Eden and Tyler Content Manager integration, improving the Eden solution for themselves and for other public sector organizations

Why Tyler?

- Tyler has more than 30 years of experience providing software and services to the public sector
- Tyler provides all consulting, product enhancement, implementation, training and support services
- Eden is a fully-integrated software solution with dynamic features, rich functionality and superior Web capabilities
- Tyler is the largest company solely dedicated to providing software and services to the public sector

In Their Own Words:

“This integration [between Eden and TCM] can provide local governments with a virtually paperless environment where source documents are at their fingertips at a fraction of the cost of manual systems.”

“Many companies aspire to become paperless because intuitively they know significant costs, improved efficiencies and natural resources can be saved. I have long loathed having to print large reports because I hear trees weeping all over the world. The effort [to implement a fully electronic system] was significant yet paled in comparison to the immediate and long term benefits.”

*- Jim Cooksey, Manager Financial Services
...continued on reverse*

The Challenge: Go Paperless While Improving Access to Data

For the Gulf Coast Waste Disposal Authority in Houston, Texas, the constant push for high quality standards in their use of technology, improvement of workflow processes and overall system benefits is a source of great pride. So when senior management expressed the desire to go paperless while increasing access to important data, Manager of Financial Services Jim Cooksey, Controller Bill Graves and Linda Anderson, Financial System Support, knew they had an opportunity to make improvements to their financial processes. “In our paper-driven environment the time and effort involved in completing a transaction was very lengthy and allowed for items to be lost in the shuffle,” explained Graves. This meant wasted resources and lost employee time.

The solution: integrate their Eden enterprise resource planning (ERP) software with Tyler Content Manager (TCM), Tyler’s fully electronic system for document management.

New Integration of Tyler Products

The Gulf Coast Waste Disposal Authority was instrumental in developing full integration between Eden and TCM, something Tyler has never before completed. Anderson spearheaded the integration effort, working with other employees to perform important BETA testing of the software and making many helpful suggestions for improvements and enhancements along the way. According to Anderson, “We achieved our goal and Tyler had an enhanced Eden product allowing users to become virtually paperless. It was win, win.”

Today, authority employees are working in a nearly paperless environment, increasing efficiency and providing significant savings in both time and costs. All employees involved with data entry now have scanners on their desks, enabling them to attach documentation to transactions right as they are entered into Eden. Documents received electronically are added to Eden through simple drag-and-drop functionality. And integration of both products with the Tyler Output Processor allows additional documents—such as non-negotiable accounts payable checks and accounts receivable invoices—to be created and sent directly to Tyler Content Manager from Eden where they are automatically indexed and linked to the appropriate transaction.

Increased Data Accessibility at a Fraction of the Cost

The ROI reaped by the Gulf Coast Waste Disposal Authority by integrating Eden and TCM has been significant. Staff services personnel no longer have to compile and file various accounting documents in filing cabinets, leading to the elimination of offsite storage costs and freeing up more than 500 square feet of office space. Labor related to filing and archival of documents has practically been eliminated. Approval processes are much faster through the increased accessibility of accounting support documents. And the authority has been able to go paperless with many vendors. What’s more, auditors are able to do their field work without requiring authority staff to continually search through file cabinets. “[This integration] allows auditors to better review our processes, source documents and verify that we are correctly following our policies and procedures,” emphasized Graves, a benefit to both the authority and its auditors.

For Cooksey, TCM integration with Eden can provide other public sector organizations with the same opportunity to reduce costs and increase efficiency. “This integration can provide local governments with a virtually paperless environment where source documents are at their fingertips at a fraction of the cost of manual systems.” And that can mean all the difference to organizations across the country that are working to do more with less.