

NEWS

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For Immediate Release

LUCAS COUNTY HONORED BY HYLAND SOFTWARE
Receives OnBase® RealSolutions Best Overall Solution Award
at Hyland Technical and Training Conference

LUCAS COUNTY, OHIO – November 8, 2004 – Lucas County, Ohio, was recently recognized by Hyland Software, Inc.--the developer of OnBase enterprise content management software-- as a winner of the OnBase RealSolutions **Best Overall Solution Award**.

Located in Toledo, Lucas County was honored at Hyland's 2004 OnBase Training & Technology Conference held in Orlando, Florida. Results Engineering of Columbus, Ohio--an industry leader in implementing electronic document management and workflow automation solutions-- designed, developed and implemented the solution for Lucas County.

According to Bill Priemer, Hyland's Vice President of Sales and Marketing, the company developed the awards program to honor end-user customers who were achieving significant results using their OnBase integrated document management solutions. Said Priemer, "We currently have more than 4,400 customers utilizing OnBase for various purposes. And while they are achieving their business objectives using OnBase, we particularly wanted to honor those organizations, such as Lucas County, that have maximized their systems and achieved exemplary results."

Lucas County received the Best Overall Solution Award for establishing an enterprise document management solution that can leverage the combined resources of its 47 separate agencies and 4,400 employees into a single solution. Through two years of research and design, the enterprise document imaging strategy was adopted and subsequently implemented at a greatly reduced total cost of ownership to county taxpayers. The Lucas implementation team utilized Results Engineering's Doxonomy, a Document Taxonomy analysis tool, to design a system that eliminates redundancies and streamlines document processes across agencies. This

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methodology allows the document management system to be synchronized with the County's Geographic Information System (GIS) and Enterprise Resource Planning (ERP) System.

Because each agency did not have to invest in its own system of hardware, software, and services the initial purchase saved millions of dollars. Many of the documents an agency needs originate in other agencies and by sharing the system across agencies Lucas County eliminates much of the redundant effort to store and manage the same document in multiple systems. Over the next few years there will be comparable savings in on-going support costs, maintenance fees, and disk space reduction. In addition to profound financial savings, the ability to administer the system, provide interoperability of data and the ease of enabling the systems have been exemplary. The single point of control across the enterprise will also simplify compliance with HIPAA and Privacy legislation.

"The vision of the Lucas County Imaging Advisory Group was to deploy a centrally managed, thin-client solution that encourages the sharing of documents and affords the benefits of workflow," said Keith Fournier, CIO and Director of Lucas County Information Services (LCIS). "OnBase was able to provide feature rich and highly flexible software to facilitate the implementation of our vision, and the support and service from Results Engineering and Hyland have been outstanding. Furthermore, I am very proud of our implementation team and the participating departments. The key members of the county implementation team include Kevin Callaghan, Manager of the Lucas County Records Center, Mike Jacobs, Manager, LCIS Information Technology Manager, and Leslie Rhegness, LCIS GIS Programming Manager."

Bernie Quilter, Lucas County Clerk of Courts and Chair of the Lucas County Imaging Advisory Group said, "The resulting enterprise document management system will change how Lucas County conducts business and provides service to our constituents."

"Lucas County continues to plan and execute innovative enterprise technology solutions that allows collaborative efforts between county agencies," says Larry A. Kaczala, Lucas County Auditor and Chair of the Lucas County Data Processing Board. "This recognition from OnBase is very special because it further validates our commitment to improve government functions while controlling costs."

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Greg Boyd, President of Results Engineering said, “We are honored to be recognized for our team effort with Lucas County IS, its agencies and Hyland Software. It’s a pleasure to work with Lucas’ forward thinking staff, which focuses on best practice methodologies to systems and processes. They immediately saw the benefit of our Doxonomy approach to enterprise systems. Hyland Software did an extraordinary job of listening to input from LCIS and applying it to the development of the new OnBase-to-ESRI GIS integration. In the long run, the taxpayers will benefit many times over for the shared the infrastructure (network, servers, storage, document management and workflow software) in place to support workflow improvement across all the agencies.”

About Lucas County

With a population of more than 450,000 people, Lucas County is located in northwest Ohio and is approximately 344 square miles in size. From the county seat in Toledo (Ohio’s fourth largest city), Lucas County operates 47 separate agencies and elected offices, employs more than 4,400 people in 21 buildings throughout the county. The core purpose of Lucas County’s IS Department (LCIS) is to enable local government to increase and improve levels of service to the taxpayer while lowering delivery costs. For more information please visit: <http://www.co.lucas.oh.us/lcis/>

About Results Engineering

Results Engineering is a highly experienced, professional consulting firm focused on *Productivity through Workflow Automation*. Workflow Automation solutions join smart process design with powerful, mature technologies (such as Imaging, OCR, and Content Management) to dramatically improve applications such as Records Management, Accounts Payable, Case Management, Claims Processing and Customer Service. The result is dramatic cost reductions and productivity gains in paper-intensive or process-intensive industries, such as insurance, healthcare, and government. Results Engineering’s solutions pay for themselves—often in less than 6 months—through real, measurable reductions in the costs of performing repetitive administrative processes. Results Engineering was Hyland’s largest revenue business partner in the past year. Results is also honored to be an OnBase Diamond Support and Platinum Business Partner for Hyland Software. Another client of Results Engineering, Grief Corporation

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of Delaware, Ohio, received a Real Solutions Award for Best Web-based Solution at the same conference. For more information please visit: www.reeng.com

About Hyland Software

Hyland Software, established in 1991, is a leading U.S. provider of rapidly deployable enterprise content management software. Hyland develops OnBase, enterprise-class software that combines integrated document management, business process management and records management in a single application. OnBase allows organizations to manage digital content, including scanned paper documents, faxes, print streams, application files, electronic forms, web content, multi-media files, and emails. OnBase is used by businesses and government agencies to automate business processes, reduce the time and cost of performing important business functions, improve organizational efficiency and address the need for regulatory compliance through the management, control and sharing of digital content with employees, business partners, customers and other constituencies. Visit www.onbase.com for more information.

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Attached digital images:

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Left: Keith Fournier, CIO and Director, Lucas County Information Systems

Center: Larry A. Kaczala, Lucas County Auditor

Right: Mike Jacobs, Information Technology Manager, Lucas County Information Services