



NAVAL SURFACE WARFARE CENTER CASE STUDY

NAVAL SURFACE WARFARE CENTER - CRANE DIVISION

OCIE SLASHES MICROFICHE & DISTRIBUTION COSTS BY 95%
- SAVES 27 TONS OF PAPER IN 1 YEAR

Covering nearly 100 square miles of beautiful rolling wooded hills in southern Indiana, the Crane Division of the Naval Surface Warfare Center is a multi-mission, multi-service product center with both a fleet support and industrial base mission. NSWC Crane is a recognized leader in diverse and highly technical product lines in the areas of ordnance, electronics and electronic warfare.

NSWC Crane serves the Navy by not only recruiting and training the very best personnel - both civilian and military - but also by acquiring state of the art equipment and facilities. The professionalism and pride of NSWC Crane's workforce significantly benefits the Navy and the taxpayer through better products at lower cost.

NSWC Crane is a world-class organization involved in virtually every ship, submarine, aircraft, and missile system fielded by the Navy. Every day, 24 hours a day, NSWC Crane is harnessing the power of technology for the warfighter.

The Problem:

NSWC-Crane Division had been distributing more than 700,000 printed pages per month and was consuming more than 2,600 rolls of paper annually at a yearly cost in excess of \$50,000. Report delivery was slow, taking up to 1.5 days to distribute paper-based reports to knowledge workers. The microfiche that Crane relied upon for its archive was rising in cost. Simultaneous access to information was not feasible with paper and microfiche. Additional copies of reports were required, driving up costs even further. Searching for data in the hardcopy realm was tedious and time consuming. The only available option for loading information into spreadsheets and other applications was to manually re-key data from reports. Data security and disaster recovery were growing concerns. Paper and microfiche did not permit Crane to address these issues in a satisfactory manner.

The Solution:

Crane selected OCIE®, the enterprise content management solution from Donnell Systems, to enable online report viewing and eliminate printing and microfiche. "Reports are now available to end users much faster than we could print and distribute them in hardcopy form," said Charles Goedde, former manager of Crane NSWC Systems Operations, now with EDS.

"Retrieval of data held within the reports can be found rapidly and copied electronically into more formal reports or spreadsheets. Retention of data can still be maintained for historical purposes but the need for microfiche and the long search time to find the right report page is no longer an issue."

How it Works:

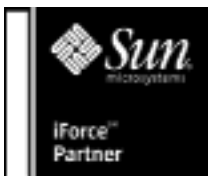
OCIE manages reports and document images electronically, eliminating the need to print. Customers simply direct existing prints streams to their OCIE server. The system automatically reorganizes and bundles report pages to precise specifications by means of Report Burst and Report Collate utilities.

Users can be automatically notified via e-mail when reports become available and furnished with a hyperlink to the OCIE login screen. System access is restricted and rigidly monitored by a multi-level security model. OCIE tracks and logs user activity, keeping tabs on the dates and times of visits and a record of the documents that were accessed.

For additional protection, Donnell can incorporate RSA Security 128-bit encryption to ensure safe, confidential data delivery. Today, all an end-user simply needs is Internet or network access and a username and password to retrieve reports from the OCIE server immediately after production.

Results:

Critical data is now instantaneously available and protected by multiple layers of security at Southern Indiana's second largest employer. Before OCIE was installed, it frequently took as long as 36 hours to fully distribute paper reports and microfiche to users at the massive defense facility.



In the first year of deployment, OCIE enabled Crane to reduce paper usage by over 55% resulting in a cost avoidance of \$27,890. OCIE also helped Crane to eliminate more than 95% of its microfiche and related distribution expenses.

"The overall savings from eliminating microfiche was even more impressive," continued Goedde. "When you consider the number of people who previously had to search paper reports or microfiche for information, the time savings as a direct result of OCIE's rapid retrieval and online search tools was phenomenal."

The by-product of this effort was a reduction in the amount of paper that was destined for recycling or disposal in landfills. At an approximate weight of 38 pounds per roll, the total amount of conserved paper came to 54,834 pounds or 27.4 tons.

The OCIE system has since expanded to serve the needs of other NAVSEA facilities. NSWC Corona Division began enjoying cost savings and efficiencies from OCIE in October 2000. Port Hueneme Surface Warfare Center Division has relied on the system since October 2002.

Summary:

The OCIE enterprise content management system from Donnell consolidates information from all of the varied reporting systems within the Crane environment and helps users to view, archive, mine and perform researches on that data via a single, easy-to-use, Web-based interface.

OCIE creates a process improvement platform to eliminate microfiche and drastically reduce paper consumption. Users connect to their information through a PC or Java-enabled browser with LAN, WAN, Internet, or intranet access.

Through OCIE technology, Crane was able to dramatically improve data security, accelerate delivery, and improve productivity. OCIE helped Crane eliminate more than 95% of its microfiche and related distribution expenses and caused a significant reduction in paper consumption -- more than 27 tons in the first year alone.

In addition to generating vast operational savings, the speed, accuracy, and scalability of this system advances the facility's data management capabilities, providing Crane with more flexibility and power to meet emerging national defense requirements. OCIE manages reports and document images electronically and blends with existing network capabilities. Through a comprehensive array of knowledge management modules, OCIE offers Crane an enterprise solution for:

- Report and image management
- Report mining and extration
- Information delivery via the internet
- Process improvement
- Document security
- Disaster recovery

Closing Comment:

We believe it a noble enterprise and our mission to combine technology and problem solving talent to help customers fulfill their mission statements. Today's technology decisions can have sweeping ramifications which impact far more than back-office processes and procedures. Without question, technology decisions have a direct impact on your bottom line. Donnell offers a wide range of services, solutions, and consulting to maximize your technology investment.

For more information on OCIE and GSA Schedule Contract GS-35F-0523M please contact:

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