



Oregon Records Management Solution

Public / Private Partnership:

Oregon Secretary of State, Archives Division

Chaves Consulting, Inc. / Arikkan, Inc.

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The Problem

- Too much stuff to manage manually
- Too many silos
- Inefficient work processes
- Security difficult to enforce
- Retention rules ignored
- Massive legal liability

The Solution

- Centralize control of information
- Eliminate unnecessary duplication
- Streamline work processes
- Simplify routine tasks
- Automate security & retention
- Lessen load on employees

Oregon Records Management Solution

One Team. One Purpose.



OREGON STATE ARCHIVES

- Records & Information Management
- Customized retention & security
- Software configuration / set-up
- Training resources



CHAVES CONSULTING, INC.

- Business & Customer Support
- Single point of contact before, during and after implementation
- 360 degree Support Desk
- Project Management



ARIKKAN

- Technical Support
- Technical implementation
- Network engineering
- Ongoing application maintenance

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Benefits of Oregon's Partnership with CCI/Arikkan

“Solution as a Service” (SaaS) Model

Value to Agencies

- Eliminates up-front expenses for hardware, software, maintenance, technical and end user support
- Low per user per month fee includes comprehensive subscription services
- State Contract: No RFPs required

Tested & Proven Implementations

- Over 90 implementations: state and local government, special districts, K-12
- Lessons learned: What worked? What didn't? Factors for Success?

360 Degree Support

- ORMS Support Desk available by phone or email
- Provides user and technical support
- Coordinates all support resources forever

Customized Implementation Strategy

We (Archives, Chaves, Arikkan):

Work with you to design your customized step-by-step approach to fulfill your **business needs** and **priorities**

Our implementation goals:

To implement using the **most supportive** and **least disruptive** process possible

Our Implementation Team's intention:

To make improvements in how your work is accomplished, not to add an additional burden

CONTENT MANAGER HIGHLIGHTS

ORGANIZE:

- **Archives works with you to:**
 - Create folder structures with attached security, retention, disposition rules

FIND/SEARCH:

- **Flexible, robust search filters:**
 - Find information how you want to
- **Save and share searches**

SHARE:

- **Collaboration and Version Control:**
 - Edit and finalize documents in the system with full accountability

CONTENT MANAGER HIGHLIGHTS

SECURITY

- **Compliance with OAR 166**
- **Customized security settings per agency needs**
 - Assign access and permissions through security groups
- **Audit trails recorded automatically:**
 - Accountability through permanent record of actions

RETENTION AND DISPOSITION

- **Ensure compliance with Oregon law**
 - Schedules built in by Archives team
 - Legal holds applied in system

ORMS Solution Includes

- Content Manager software licenses and upgrades
- Detailed implementation planning
- Customized agency implementation
 - IT configuration
 - Custom file structure and software build
 - Training resources are provided to all full users
- Access to ORMS 360° Support Desk
- Storage infrastructure, maintenance, upgrades and support at Synergy Data Center
- Batch migration and import of old records & metadata

Optional “Non-Subscription Services”

Available upon request:

- **Scanning services**
 - Image quality control
 - Metadata input
- **Custom built workflows in Content Manager**
 - Requires business process configuration and testing prior to designing the flow with the tool
 - Requires Workflow software design expertise
- **Direct software integrations or anything requiring custom programming work**

ORMS Pricing Structure*

- Base: \$388.70/month includes:
 - 10 licensed users
 - 100 GB data storage
 - 10 GB data transfer per month
- Additional users:
 - \$38.87 per **full license** user per month
 - Includes 10 GB storage / 1 GB transfer/month
 - \$19.43 per **inquiry only** user per month
 - Search and view access only, no storage included

*Effective July 1, 2025

ORMS Pricing Structure

- Additional Storage/Transfer:
 - \$7.35 per 10GB/month
 - \$1.26 per 1GB transfer per month
- 300 or more users: discount on pricing
 - \$25.26 per user
- CJS compliant implementations also available for additional \$250/month (up to 25 users)