

*Oregon Records  
Management  
Solution*

Public / Private Partnership:  
Oregon Secretary of State, Archives Division  
Chaves Consulting, Inc / Arikkan, Inc  
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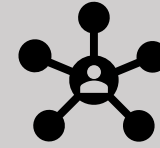
## The Problem:

- Too many documents to manage manually
- Too many data silos
- Inefficient work processes

## Results In..

- Inefficient security
- Retention rules being ignored
- Massive Legal Liability





## ORMS Provides..

- Central control of information
- Elimination of duplicates
- Streamlined work processes
- Simplified routine tasks
- Automated security and retention
- Lighter workload on employees



# *Oregon Records Management Solution*

## *One Team. One Purpose.*

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### **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*

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## “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*

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## **Collaborative by Design:**

Co-created with State Archives, Arikkan, and Chaves  
Tailored to your business needs and priorities

## **Low-Disruption implementation:**

Most supportive approach possible  
Minimal impact on existing workflows

## **Our Implementation Team's intention:**

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

# ***CONTENT MANAGER HIGHLIGHTS***

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## **ORGANIZE:**

- Create folder structures with attached security, retention, disposition rules

## **FIND/SEARCH:**

- Flexible, robust search filters
- Save and share searches

## **SHARE:**

- Edit and finalize documents in the system with full accountability
- Collaboration and Version Control with active auditing

# ***CONTENT MANAGER HIGHLIGHTS***

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## **SECURITY**

- **Compliant 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 State Archives team
  - Legal holds applied in system

# ***ORMS Subscription Services Includes***

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

# *Optional “Non-Subscription Services”*

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- **Scanning services**
  - Image quality control
  - Metadata input
- **Direct software integrations or anything requiring custom programming work**

# *ORMS Pricing Structure*

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- Base: \$388.70/month includes:
  - 10 licensed users
  - 100 GB data storage
- 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

# *ORMS Pricing Structure*

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