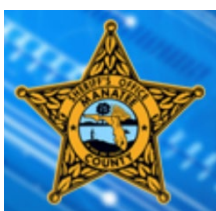# Manatee County Sheriff's Office Saves Money and Time with Automated Workflows

MCSO met their goal to reduce time spent on paperwork by switching to frevvo workflows for multiple processes.

- ✓ An easy to build workflow provides a time-saving front-end contract approval process.
- ✓ Saves money by paying for usage, not seats.
- ✓ Citizen requests that once took up to a month can now be processed in days.
- ✓ Custom logic, automated emails and PDF mapping handle the paperwork so Law Enforcement can focus on their mission.

Customer Profile
The Manatee County Sheriff's Office's mission is to serve and protect its citizens and visitors in the best tradition of professional law enforcement. When the Sheriff observed that some processes, such as a property return process, were taking much longer than they should, the MCSO looked for a better solution. They chose *frevvo* to streamline their processes so that law enforcement officers can focus on the mission, not the paperwork.

Business Situation
The Manatee County Sheriff's Office (MCSO) currently uses *frevvo* for three processes - contract approval, off-duty employment, and property returns. In the past, these paper-based processes could take up to a month to complete. It was often hard to determine where a process was stalled, or what the next steps were.

Solution Summary
The new digital contract approval was quick to implement because MCSO's designer started with a *frevvo* pre-built template. The workflow circulates a contract dynamically to the correct bureaus for approval - no more hunting down paperwork or wondering who to send it to next. A clever design and simple business logic let the first approver adjust the routing on the fly. Digital signatures allow users to provide legally binding signatures on the approval without additional software or a separate log-in. The workflow automatically sends aesthetically designed emails to reflect MCSO branding and includes informative details from the workflow. The final email includes a PDF copy of the contract, which is easy to drag and drop into the Contract Management system.

> "Using frevvo for our Contract Approval Process saves us money and provides the workflow flexibility we need."
>
> **Eric Werbeck**
> **General Counsel**

Using frevvo as a front-end approval application saves the office money; other systems are less dynamic and bill per seat, even if that seat is rarely used. With frevvo, a workflow can have any number of participants while also routing dynamically based on information entered at runtime.

The MCSO also facilitates citizens hiring off-duty officers to serve at local events. When a citizen makes a request, an MCSO coordinator kicks off the workflow. Then, the citizen can enter the location, dates, number of officers requested and other details. The layout is customized to optimize screen space with tabs, collapsable sections, and prefilled data, which make the form simple to fill out for any user. If the citizen does not complete the step within 14 days, the step is automatically reassigned to the coordinator who can discard it if needed.

frevvo is visual, drag-and-drop workflow software to quickly transform inefficient manual processes into automated workflows at affordable cost. Connect your people, data and systems. Together with our partners, we are committed to helping you achieve success via our Customer Success Team that includes world-class support, services and training. To learn more, please visit http://www.frevvo.com, contact us at info@frevvo.com or call 203.208.3117.

Next, the MCSO coordinator reviews the request and can return it to the citizen if any corrections are needed. Once approved, the workflow automatically sends an email notifying the citizen of the approval with a built-in PDF snapshot custom formatted as a contract.

A third *frevvo* workflow streamlines a complex property return process, which involves taking a request from a citizen, processing and approving that request through several bureaus, scheduling an appointment, releasing the property, and issuing a receipt. The workflow handles the citizen's preferences seamlessly - the citizen can complete the form digitally, or if they prefer paper, the workflow generates a PDF that can be mailed or faxed. In the past, the MCSO would have to create an official letter to the citizen for denied requests informing them of the reasons for the denial. Now, *frevvo* automatically generates these letters and emails them to the citizen, eliminating the extra time and effort of maintaining Word templates, filling them in, and converting them to PDFs. The final property release step collects the citizen's electronic signature on a Topaz signature pad, then emails the receipt to the property clerk and the citizen. This process, which once took up to a month and absorbed a lot of the Lieutenants' time, can now be completed within a week and only takes a few minutes of key personnel time, freeing them up to protect and serve.

For each of these processes, the legal office can easily search for tasks and view audit trails, making it simple to know where any given workflow is in the process and help move it along if needed. Dynamic workflow routing and email assignments ensure the right departments are involved and avoid unnecessary steps.

Key Features
1. Smart, efficient workflow routing ensures the correct bureaus approve each flow.
2. Form-to-PDF mapping eliminates the need for maintaining and editing Word document templates.
3. Time limits and automatic reassignment prevent delays.
4. Automated emails, including custom formatting, real-time form data, attachments, and a built-in PDF snapshot keep participants informed.

Benefits
1. Faster, more efficient service to the community - tasks that might take several days can now be done in minutes.
2. Reduces paperwork; MCSO personnel and citizens can participate in, approve, and digitally sign the workflow, eliminating the need to print, sign, copy, and scan.
3. Workflows of any complexity are easy to implement with pre-built templates, drag and drop design tools, and visual logic builders.

Digital *frevvo* workflows help ensure the Sheriff meets his goal of speeding up processes and minimize the time officers and staff spend on paperwork. The Manatee County Sheriff's Office plans to automate even more of its administrative processes using *frevvo* in the near future.