



CONNECT

FOR SUPERIOR MEMBER SERVICE

Connect documents, data and more to advance member service and compliance.

Every day, electrical cooperatives serve millions of members across the country. Providing superior member service while maintaining power generation plants, transmission lines and required compliance is a challenge, especially when you're trying to offer reasonable rates and contain costs. Depending on paper-based files and disconnected systems erodes staff efficiency, as well as your ability to respond to fluctuating energy markets and changing compliance mandates.

Solutions like OpenOne, GIS and asset management can help, but they are only part of the equation. With OnBase by Hyland, your enterprise content management (ECM) solution becomes a critical and connected component to all your systems, from OpenOne to GIS and more.

[Read on >>](#)

1

Connect your documents and data to improve member service

Trusted solutions like ATS OpenOne™ help you keep member data and financial information organized and accessible. But cooperatives need many solutions to manage infrastructure data, demonstrate compliance with NERC requirements and perform construction and maintenance activities. And some data (purchase orders, member documents, compliance records, etc.) isn't in a system at all – it's stored in paper files or on unsecured network file shares.

With all these places to go for content, responding to members with accurate information in a timely manner is a challenge.

Integrating OnBase gives users instant access to the information they need from one location, making your cooperative more efficient and improving member service. Supporting documents are directly linked to data in your OpenOne and other systems, giving your staff the complete picture without searching for paper files.

2

Meet your compliance responsibilities

By securely storing human resources, staffing, certification and other forms in OnBase, you easily retain and retrieve the documents you need to demonstrate compliance across your facility and staff. Gone are the days of searching through desktops or digging through paper files to ensure complete documentation. OnBase provides a central, secure repository to eliminate the risk of lost records. And a variety of capture methods ease the transition from paper files.

With OnBase, you're reassured that all the files you need are readily available when auditors review your documentation or you need to self-certify. ECM offers reporting capabilities, detailed audit trails and visibility into processes, mitigating compliance risks and providing consistency.

OnBase also helps you retain the correct records and provide reminders to ensure that staff training and certification have been completed. You can even distribute and track policy changes across your organization, notifying staff of information they need to review and acknowledge, while providing reports and testing to ensure understanding of policies.

3

Create efficiency throughout the organization

Managing information with the OnBase ECM solution provides the technology and tools you need to gain control over your information, while increasing communication and collaboration among staff and across departments. Integrating OnBase with your other solutions helps you manage workloads and drive efficiency by eliminating the burden of paper-driven tasks.

OnBase document management capabilities are cost-effective and can be integrated with key applications across the enterprise, extending your IT investments.

With OnBase anchoring your solutions, you connect data, documents and processes, providing fast answers and better member service. Integrating OnBase with OpenOne, Esri and much more means the same ECM solution that supports your financial and member data tasks also helps you meet your records management requirements – while also connecting to your asset management systems and GIS applications.



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