

Oklahoma DPS Boosts Daily Report Processing from 10 to 45

Oklahoma Department of Public Safety (OKDPS)

The Oklahoma Department of Public Safety is a multi-service law enforcement agency protecting Oklahoma residents, staffed by 750 commissioned officers and 450 civilian employees statewide.

Overview

Oklahoma DPS relied on an outdated, simple database to manage medical standards documentation required for driving privileges, falling a full year and over 4,500 reports behind on periodical medical report processing. Already engaged with DataBank under state contract SW1013, the Department migrated quickly to OnBase, modernizing document storage and processing while enabling multiple staff members to access records simultaneously and work more efficiently.

Challenges

- 1 Legacy database lacked capacity for growing volumes of driving review and healthcare documentation
- 2 Department was a full year and over 4,500 reports behind on medical report processing
- 3 State licensing protocols required better, more reliable documentation to support constituent needs

Solutions



Content Platform Assessment
& Implementation



Data & Content Migrations



Workflow & Process Automation



Implementation



Results



Conclusion

DataBank's existing state contract relationship let Oklahoma DPS move quickly from a manual, backlogged process to a modern digital system, eliminating its report backlog and nearly quadrupling daily throughput within five months. The project reinforced the value of consolidating documentation into a single accessible platform. Building on this success, the Department is now planning to expand its use of DataBank and OnBase to support case management for the wrecking and towing industry it regulates.

Client Experience

Executive Projects Manager, Oklahoma Department of Public Safety

"DataBank was great. They took every thought of mine and made suggestions to continue making the project better. They asked, 'Have you thought about doing it this way?' They were helpful and constructive. When they said they would deliver, they delivered. Every deadline was hit. It was a fantastic experience."

More About DataBank

DataBank is a trusted provider of data, document, and automation solutions for organizations with complex information environments, including state and local public safety agencies managing licensing and regulatory documentation. For more than 30 years, we have helped government agencies replace outdated, manual systems with modern content platforms that speed up processing, reduce backlogs, and support multi-user access. By combining proven implementation expertise with workflow automation, DataBank helps public sector organizations consolidate documentation, increase throughput, and move confidently toward paperless operations, all while meeting strict regulatory and compliance requirements.