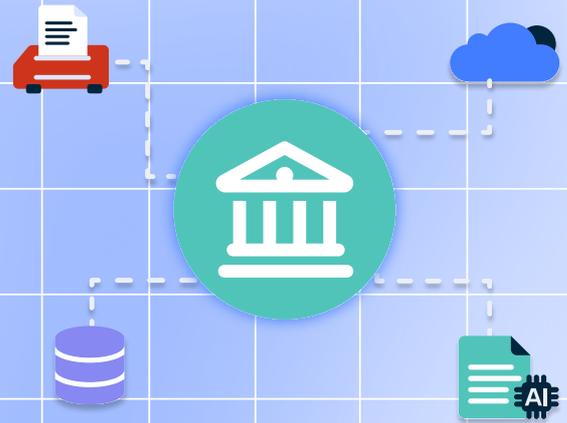**DataBank**
GOVERNMENT ADVISORS

From a 60 Project IT Backlog to Embedded OnBase Managed Services

Large County Government in Arizona

An Arizona county tech office supporting **27** agencies partnered with DataBank's Managed Services to clear an OnBase project backlog and overcome staff limits, enabling improved citizen services and future innovation.
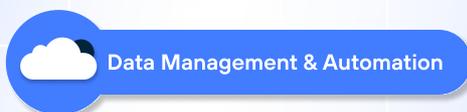
Overview

A large county government technology office in Arizona supports **27** agencies and runs the OnBase platform used across departments. Limited staffing created a backlog of **60** projects spanning upgrades, workflows, and configuration. DataBank embedded managed services starting with one system administrator and scaling as needs grew. In **12** months, the county cleared the backlog and improved system reliability and agency responsiveness.

Challenges

Backlog of **60** OnBase projects spanning upgrades, workflows, and configuration

Limited staff resources to execute and support new functionality

Inability to support agencies with strategic projects that enhance the citizen experience

Solutions

Data Management & Automation

OnBase ECM Services

Implementation

1
Embedded Managed Services Team

DataBank embedded resources into the county's processes, beginning with one System Administrator and scaling as needs grew, ensuring tight communication and faster throughput.

2
Backlog Execution at Speed

Within **12** months, the team cleared **60** projects across agencies, balancing maintenance and new capability.

3
Upgrades and Security Improvements

Completed regular OnBase upgrades and upgrade testing and implemented Active Directory Security to streamline access and governance.

4
Workflow Implementation and Ongoing Audits

Built and documented workflows and conducted drip audits to prevent data loss and increase reliability across divisions.

5
Roadmapping for What Comes Next

Established a project road map for future OnBase functionality so the county can continue iterating without rebuilding foundations.

Key Takeaways

Backlog cleared, culture improved, agile staffing, and measurable efficiency gains across agencies.

Backlog Cleared Fast

60 backlog projects completed in **12** months

Workflow Reliability Boost

Enabled impactful projects like workflow documentation to prevent data loss

Culture and Collaboration Improved

Improved team culture by embedding communicative, collaborative resources

Adaptive Staffing Model

Flexible resourcing without change orders, improving agility

Agency Outcomes

Higher agency satisfaction and operational efficiency across supported departments

Results

Shift focus toward strategic innovation including mobile access, remote workforce support, and advanced data and insights.

Provide a cloud migration option to host and manage OnBase in The DataBank Cloud with upgrades, monitoring, and compliance controls.

Continue scaling Managed Services to support more agencies and new OnBase capabilities.

More About DataBank

DataBank is a trusted provider of data, document, and automation solutions for organizations with complex information environments. For more than 30 years, we have helped enterprises securely manage, process, and activate high value information at scale.

Today, DataBank offers a flexible portfolio of solutions and services designed to meet clients where they are, whether they are modernizing legacy repositories, automating document heavy processes, or building a stronger foundation for analytics and AI. We help organizations turn information into a strategic asset by improving accessibility, governance, and usability so teams can act on trusted data faster and with less effort.

We combine proven operational expertise with modern AI, automation, and cloud technologies to help clients reduce manual work, improve data quality, and accelerate decision making without disrupting existing systems. From strategy through execution, DataBank is an end to end partner built to deliver measurable outcomes in even the most complex environments.