

**NYCERS**

**New York City Employees' Retirement System  
(NYCERS)**

335 Adams St., 22<sup>nd</sup> floor  
Brooklyn, NY 11201-3751



**Dates of Engagement**  
2006

**Purpose / Objectives**

- Review of current imaging and workflow systems
- Development of recommendations for agency's future direction

**Nature of LRWL Services**

LRWL activities included:

- Examine NYCERS' current imaging and workflow systems, focusing on concerns relating to system performance and continuing vendor support
- Develop imaging and workflow vendor questionnaire
- Meet with imaging and workflow vendors to assess their financial stability and future corporate direction
- Review pertinent LRWL repository materials
- Attend demonstration of new product releases to determine their suitability to NYCERS' needs
- Develop a list of alternate candidate vendors, comparing their products' features with those of NYCERS' legacy imaging and workflow systems
- Develop summary of issues and risks associated with a potential migration and conversion to a new imaging / workflow solution compared with issues and risks relating to upgrade of current solution
- Recommend the better choice (i.e., migration and conversion versus upgrade) and prepare recommendations for addressing issues and mitigating risks in the recommended scenario
- Prepare a project timeline (in Microsoft Project) for the selected alternative based on LRWL experience and information in LRWL's repository and project archives
- Develop a requirements document for inclusion in an RFP for a new / upgraded solution
- Develop formal recommendations and justification for the selected approach
- Provide recommendations for an improved backup/recovery strategy relating to imaging and workflow systems, focusing on backup performance throughput and duration
- Assist NYCERS in determining whether thin-client or thick-client architecture is preferable based on current network capacity versus load
- Develop recommendation as to whether NYCERS should implement Enterprise Content Management (ECM), which ECM features should be included, and comparing potential vendor offerings
- Based on the foregoing recommendations, prepare a summary of NYCERS staffing requirements for future enhancements and support of imaging and workflow capabilities
- Develop costs for the recommended solution(s) – to include hardware, software, development, licenses, maintenance and support
- Develop a project implementation work plan

All of the foregoing activities were leveraged with LRWL's extensive information repositories and project archives.