

## FRANKLIN COUNTY BOARD OF DEVELOPMENTAL DISABILITIES — CASE STUDY

One of Ohio's largest County Boards needed an efficient system to meet federal compliance regulations



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We rapidly hit a point where our document needs exceeded what we could manage... searches were not easy and it was even more difficult for typical users

*Jonathan Zuhosky, Records Manager  
Franklin County Board of  
Developmental Disabilities*

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### Situation

Franklin County Board of Developmental Disabilities (FCBDD), a governmental agency serving tens of thousands of Ohio residents. With so many clients, there are millions of records that must be cataloged to meet state and federal compliance regulations. After contracting with another client record vendor, they learned this software vendor was unresponsive and incredibly unhelpful.

### Solution

In partnership with software partner Primary Solutions, Intellinetics was able to assess FCBDD's needs and provide a solution to meet their mission-critical requirements: strong security, exceptional customer service, audit readiness, ease of adoption and integration with other critical applications. IntelliCloud™ merged all of the organization's departments into one digital workflow.

### Outcome

After implementing IntelliCloud™, the FCBDD's Service Coordination team was handling about 7,000 active clients. Now, they've grown to serving nearly 10,000. The robust, flexible and easy-to-use interface that IntelliCloud™ provides helps FCBDD keep up with their growing demand while keeping the standard of care high. The team is organized, efficient and effective with their new document management system.

# How has IntelliCloud™ helped the Franklin County Board of Developmental Disabilities?

More Time



Stronger Security



Software Integration



Reduced Costs



Audit Readiness



Ease of Product Use



Responsive Support



With IntelliCloud™ we push services out a lot faster...this solution enables us to reduce a collateral request down from

several days to half an hour. We have cut the wait times down for the provider, Social Security and the recipient providing meaningful monetary and peace of mind to the families we serve.

*Jonathan Zuhosky, Records Manager  
Franklin County Board of  
Developmental Disabilities*



## About Intellinetics

Intellinetics, Inc., is a leading document management company focused on content management solutions for the digital age. Intellinetics provides you real-time, secure access to key documents to make productivity easy and create efficient results. Intellinetics' IntelliCloud™ document management suite enables small and mid-sized organizations to easily capture paper or digital documents and connect them to business processes to reduce costs while increasing accessibility, security and compliance.



Learn more at [Intellinetics.com](https://Intellinetics.com)