

# Cannon IV helps Wayne County and the City of Richmond earn GIS accolades



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**Susan Beeson**  
**GIS Coordinator, City of Richmond, IN**

## **Objective:**

Improve workflow, document availability and accelerate scanning of images, maps, and diagrams for GIS applications.

## **Approach:**

Develop in-house solution for scanning, printing, sharing and archiving large format documents.

## **Business benefits:**

- Richer GIS imagery
- Faster printing turnaround
- Lower scanning costs
- Increased access to GIS related maps and documents
- Retire older, obsolete equipment

## **Cannon IV Customer Story:**

Wayne County and the City of Richmond, Indiana build richer GIS services

## **Industry:**

State and local government



A city's infrastructure contains many more elements than first meet the eye. Wires running overhead or in underground conduits, carry electricity, telephone, cable TV, and other vital services. Water lines, sewer lines, gas lines, and even transportation tunnels weave under city streets. And storm drains, fire hydrants, streetlamps, and other items play key roles in public safety and government services.

Cities run best when they know where each one of those items – and more – are located. From new construction to emergency response, precise information about utilities, property lines, road surfaces, and other features help accelerate planning, permitting, construction, and service delivery. That's why all levels of government, all across the country, rely on geographic information system (GIS) to record, visualize, and understand the position and relationship of terrain and improvement features on, above, and under their local landscape.

When the elected officials, engineers and planners in Wayne County and the city of Richmond, Indiana chose to explore GIS solutions, one of the vendors they called was Cannon IV. The staff realized they were working with a roomful of maps and plans, most kept in flat files and copied as needed on an old blue-line machine or an 11-by-17 inch photocopier in the hallway, with each successive generation getting darker and harder to read.

**“Our satisfaction with Cannon IV began with maintenance...with their commitment to providing local support and would be happy to bid them again!”**

**Shaun Scholer**  
**Wayne County GIS Manager**



**Photo Above:** HP Designjet Z3100ps 44-inch Color Photo Printer & HP Designjet HD 42-inch Large Format Color Scanner.

## **Challenge**

Old equipment and manual processes made maps and drawings hard to find and cumbersome to share – two obstacles for which GIS is an ideal solution. But first the employees knew they had to digitize all those images for use with their ESRI ArcGIS system. And they wanted to keep that work in-house, because an earlier experience in sending documents out to a scanning contractor had been costly and inconvenient since it meant being without the documents until they could be returned.

The relationship with Cannon IV had started years earlier. “We had an old plotter that Cannon IV helped us maintain,” said city GIS Coordinator Susan Beeson. “They were always responsive and helped us out with printer issues, so when it was time for an upgrade, it was a natural move to look at what they had.”

Members of the two groups met with Cannon IV at an area GIS industry event. “Cannon IV had a good selection of equipment and a very knowledgeable staff,” Beeson recalled. “We got a chance to try out the equipment and we were impressed. We wanted to stick with HP for their pricing and technology, and Cannon IV is an Indiana company which provides that.”

The city and county staff also took advantage of Cannon IV’s Indianapolis demonstration center to explore different options and help determine what their requirements would be as they went out to bid.

## **Solution**

A traditional bidding cycle followed. “Like most governments, we are trying to hold our costs steady in a difficult economy,” Wayne County GIS Manager Shaun Scholer said. “We were happy to have Cannon IV bid on the contract, but they still had to win the business.”

The group selected an HP Designjet Z3100ps 44-inch Color Photo Printer paired with an HP Designjet HD 42-inch Large Format Color Scanner as the best solution for their needs. The combination would allow them to scan documents from individual sheets to pre-mounted maps on boards up to one half inch thick. From these scans, they would then be able to produce high resolution prints on various materials with smooth, sharp backgrounds that help lettering and other details stand out clearly.

Cannon IV won the bid and we obtained a single source from solution to installation to training and ongoing maintenance,” said Scholer.

Cannon IV’s installation team delivered the equipment and stayed until the government staff was confident with its operation and maintenance. Training covered subjects including optimal DPI settings for different source documents and printer settings for various materials. And after as much as six hours of service during the installation, the Cannon IV team came back a few weeks later to ensure none of those skills had been forgotten.

## Results

Beeson reports that the new solution has made scanning and printing much easier than before. "Having the scanner and printer side-by-side lets us adjust settings right where we do the work," she said. "That saves steps and lets us scan and print more quickly."

Getting more documents into the GIS system has also helped boost efficiency for customers inside and outside of city and county government. "It used to take a trip to the recorder's office to find a map, then you would go to the surveyors office to make a copy, and then return the original," Scholer recalled, "Now documents are easily accessible online so people can get to them more quickly. Local surveyors can access the data from their own home or office, so they don't even have to come in anymore."

As an added bonus, users are also able to take advantage of a rich collection of historical photos stored within the system. Beeson explained, "we've scanned photos from city, state, and other sources, and correlated them with current photographs and GIS data. Now all these historical photos are available through a public layer that users can access on the GIS display system." That lets users add unprecedented richness to documents, reports, and displays they create using GIS data.

These initiatives, combined with their printing and imaging solution, have earned accolades, including the 2011 Excellence in GIS award from the Indiana GIS Council for the system's benefits in environmental studies, documenting historical sites, tracking vegetation growth, and charting river and runoff trends. Of course, the scanning and printing solution isn't all there is to the city and county's GIS system, but it has significantly contributed to the team's overall success.

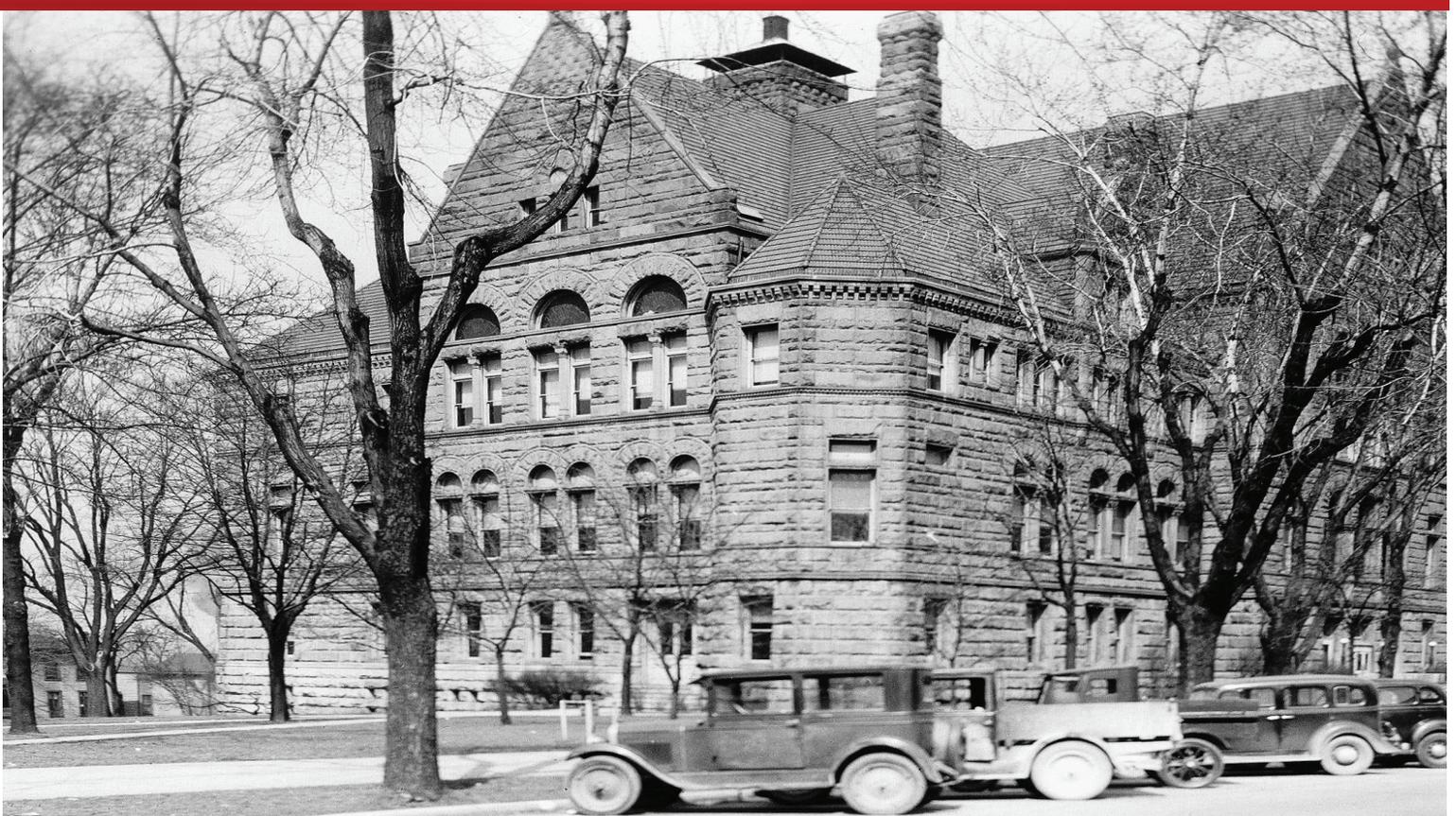
## The Partnership

"Our satisfaction with Cannon IV began with maintenance," Scholer observed. "When you purchase from many of the vendors all you get is the manufacturer's maintenance plan, but with Cannon IV you get much more. We're very pleased with their commitment to providing local support and would be happy to bid them again!"

## Call Cannon IV today

Cannon IV earned the business of Wayne County and the City of Richmond, Indiana through its combination of competitive pricing, extensive knowledge and outstanding services for printing and imaging. If your government agency or business is looking for similar benefits in its printing equipment and services provider, call Cannon IV today at (800) 825-7779 or visit us online at [www.cannon4.com](http://www.cannon4.com).

**Photo Below:** Wayne County Courthouse c1930.



## Customer solution at a glance

### Primary Application

HP Large Format Printing

### Primary Hardware

HP Designjet Z3100ps 44-inch Color Photo Printer  
HP Designjet HD 42-inch Large Format Color Scanner

### Primary Location

Richmond, IN

## About Cannon IV

Cannon IV, Inc. is a leading independent Managed Print Service (MPS) provider and reseller of imaging and printing solutions. Cannon IV integrates best-in-class products and systems to improve document workflow and increase operating efficiencies. Since 2002, Cannon IV has offered managed print services programs nationally to all end-user markets – commercial and public sectors. Cannon IV is committed to providing high quality, industry leading printing and imaging solutions. Cannon IV is an HP Office Printing Solutions Elite, HP Public Sector Elite, HP Healthcare Elite and HP Graphics Elite Partner. Cannon IV integrates best-in-class systems from leading manufacturers, such as HP, Lexmark, Perceptive Software, Capella Technologies, PaperCut, Pharos Systems and MPI Technologies to improve document workflow and increase efficiency.



Elite Partner



Office Printing Solutions

To learn more visit: [www.cannon4.com](http://www.cannon4.com)