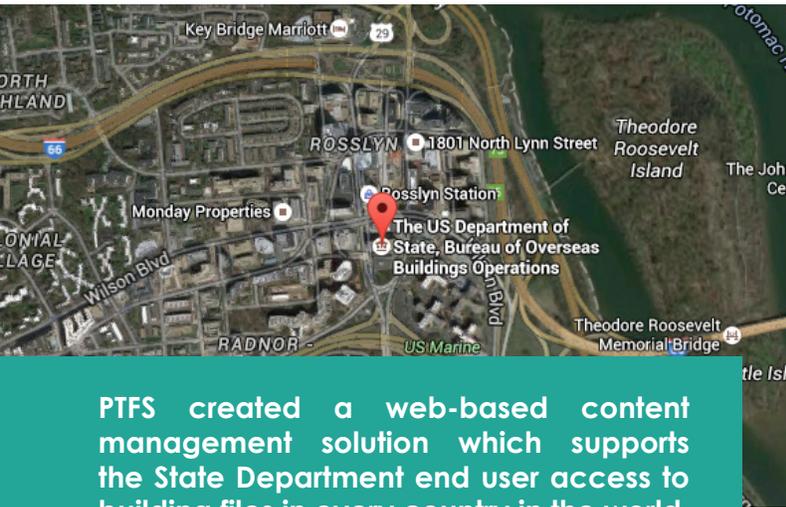




## Case Study: Department of State



**PTFS created a web-based content management solution which supports the State Department end user access to building files in every country in the world.**

### Background

The Department of State (DoS) Overseas Building Operations (OBO) Office is the world's largest global real estate operation managing 22,000 active properties in 170 countries and 380 cities. The amount of daily data flow, decisions and documentation is huge, fast moving and highly complex and are dispersed among offices all over the world. The active management records include archival files dating back 200 years to the first diplomatic posts. These files contain paper, parchment, photo copies, carbon paper copies, faxes, hand written memos and printouts of born-digital documents. Since the files are in hardcopy and scattered between offices, access was difficult and inefficient, and OBO was concerned about losing the files to water or fire damage.

OBO contracted with PTFS to digitize the back files. OBO also asked PTFS to create a global records management system to capture and archive historic and current records, create archival files with advanced metadata, provide end user multi-language search and retrieval tools and create automated reporting and analysis systems. PTFS was selected because of its proven document conversion process, network records management technology, advanced metadata architecture, global language tools, federal engineering services, vendor integration skills and archive project management experience.

### Solution

PTFS provided an experienced management and technical team with critical expertise in information technology, library and archives and federal systems and specifications. PTFS implemented their content management application, Knowvation GS, and led the development, testing and deployment of next generation information architecture for global records management in this major federal agency. Documents were prepared for high volume production digitization and automated metadata creation. Documents were processed using Optical Character Recognition (OCR) and searchable PDF/A files were created. Classified documents were processed in a secure environment and all staff handling sensitive information had clearances and training in proper document imaging processes.

### Benefits

Knowvation GS provides a Web-based network solution which supports the State Department administrator and end user access to building files in every country in the world. OBO is able to easily and efficiently search through its massive collections of documents and other electronic records. By geo-tagging all documents and integrating with Google Earth for map and GIS data exploitation, Knowvation GS allows users to visually track its assets. Hardcopy files have been digitized precluding permanent loss due to fire, flood and other perils. The software became well-known for its performance after the earthquake in Haiti when OBO management was able to provide electronic data on all U.S. assets in Haiti within minutes of the disaster, allowing OBO analysts to get real-time feedback on the state of their overseas properties.

**Connect with us**



11501 Huff Court  
North Bethesda, MD 20895  
(301) 654-8088

[www.ptfs.com](http://www.ptfs.com)

**P | T | F | S |**

Empowering Content