dAiDA

CASE STUDY

OCEAN CITY



SUMMARY

Ocean City partnered with Daida to modernize its construction records following the devastating impact of Hurricane Sandy. By digitizing water-damaged construction permit applications and implementing a secure cloud-based document management system, Daida enabled faster records retrieval, improved public records response times, and strengthened long-term records preservation.

CLIENT BACKGROUND

Following Hurricane Sandy, Ocean City faced the significant challenge of preserving and managing water-damaged construction permit applications. At the same time, the City experienced a surge in OPRA requests related to its Construction Department, requiring a faster, more efficient way to access and manage records.



THE CHALLENGE

Ocean City needed to digitize a large volume of damaged construction permit records while improving document retrieval and ensuring continued public access to information. The solution needed to reduce reliance on paper files, support New Jersey DORES requirements, improve response times for OPRA requests, and preserve valuable municipal records for the future.

THE SOLUTION

Daida implemented a secure cloud-based document management solution that enabled Ocean City to digitize, organize, and securely manage construction permit records. Through intelligent indexing and cloud storage, authorized employees gained immediate access to documents while significantly improving retrieval times.

The solution also included secure document storage, built-in redaction capabilities, support for New Jersey DORES compliance, and certified document destruction services to create a comprehensive records management program.



IMPLEMENTATION

Daida deployed a comprehensive municipal records management solution that included:

- Digitization of water-damaged construction permit applications
- Secure cloud document storage
- Intelligent document indexing and retrieval
- Support for New Jersey DORES requirements
- Fast document access for authorized employees
- Built-in document redaction for sensitive information
- State of New Jersey-certified document destruction services

RESULTS

Daida now securely manages approximately **2 million document images** for Ocean City through its cloud-based document management platform. Employees can quickly retrieve records from any location while dramatically reducing the time and effort previously required to manually locate construction files. The solution has improved operational efficiency, enhanced public records response capabilities, and preserved critical municipal documents affected by Hurricane Sandy.

Secure management of approximately 2 million document images

Preservation of Hurricane Sandy-damaged construction records

Fast document retrieval for authorized employees from any location

Reduced manual document handling and retrieval time

Secure cloud-based document storage

Support for New Jersey DORES compliance

Improved response times for OPRA requests

Built-in document redaction to protect sensitive information

CLIENT TESTIMONIAL

"Daida was able to meet all of our scanning needs while providing a web-based document management system that made document search and retrieval simple and efficient. The solution has saved the City countless hours and resources by eliminating manual processes."



WHY PARTNER WITH DAIDA?

Decades of Expertise: For **60+ years**, Daida has been a trusted leader in comprehensive information management, with deep experience in Enterprise Content Management (ECM), document scanning, and business process automation solutions.

Ironclad Security & Compliance: With extensive experience in data security and compliance, Daida ensures adherence to stringent industry regulations and privacy mandates.

Time & Space Savings: Schedule projects around unique operational requirements, eliminate time-consuming manual document processes, and reclaim valuable office and storage space.

Dedicated Support: We provide exceptional customer support for every engagement, ensuring a seamless, worry-free experience from planning through implementation.

National Reach: Daida serves organizations nationwide with responsive support, proven expertise, and document management solutions tailored to each client's operational needs.



