



City of Langford

Case Study

Key Features

Intuitive interface, local expertise and ability to accommodate established retention schedules were critical factors in a successful partnership with Infolinx and File IT.

The City of Langford is a bustling community nestled in the foothills of Mount Finlayson, Canada. They are the urban core of the West Shore, also known as the Western Communities. As a young, growing community of over 29,000 with ambition and a modern, West Coast style, they have many opportunities to offer new residents and businesses.

The City of Langford's Records Management Program facilitates the identification and management of all the City's records, a valuable resource which comprises the City's "corporate

memory." Records Management optimizes the accessibility of records while applying controls to ensure that they are effectively and efficiently used, and when mandated, disposed of in timely fashion. The City of Langford considers it a competitive advantage by providing staff with quick access to quality information.

According to Stacie Barclay, Manager of Records,

Information and Privacy for the City, the initiative to migrate to new records management software began prior to her arrival, as their legacy system was no longer being supported by the vendor. The decision was made to move forward with another vendor's solution which included a plug-in for



SharePoint. Lacking the configuration capability required by the City, and after two years of experiencing less than optimal functionality, the City once more gave the go-ahead to pursue a replacement solution, one that could be tailored to their requirements.

Barclay's subsequent evaluation of potential vendors and their products included software demos, but perhaps most importantly, incorporated onsite visits to other municipalities soliciting feedback on their records management solutions and the support provided by the associated vendor. Critical factors in the evaluation process included vendor reputation, demonstrated level of support, and solution functionality, especially surrounding retention and the ability to accommodate the Local Government Management Association of British Columbia (LGMA) records retention requirements.



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Stacie Barclay

Manager of Records,
Information and Privacy

Jon Weston of File IT Solutions, the local Infolinx certified re-seller, provided the demonstration of the Infolinx WEB records management software and also facilitated on-site visits to other clients for Barclay. In the end, the combination of a trustworthy vendor, on-site reference visits, and a robust solution configurable to the City's specific needs persuaded Barclay to choose Infolinx, commenting that "Infolinx is very intuitive and it walks with me."

Utilizing the extensive Infolinx security model, the roll out of the software will eventually support three different levels of access and up to 85 users. Said Barclay, "The customer service has been above and beyond what I anticipated which lends

itself to the success we have realized so far." Together, File IT Solutions and the Infolinx WEB product have earned their role as a trusted resource to the City of Langford.

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