

DocStar®

IGNITING DIGITAL TRANSFORMATION

SUCCESS STORY

Adams County



Adams County

From Paper to PDF/A: How Adams County Future-Proofed Its Records with DocStar

SOLUTION

- DocStar Content Management

SUCCESS HIGHLIGHTS

- Compliant, one-click PDF/A archiving with full audit trails
- Secure, role-based access across all departments
- Eliminated duplicate data entry through automated workflows
- 20+ years of continuous DocStar use with ongoing platform enhancement

BENEFITS

- Improved compliance with retention mandates without staff burden
 - Time savings from automated AP processing and metadata handling
 - Stronger data protection with tightly managed permissions
 - Future-ready platform backed by Epicor's ongoing innovation
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About the County

Adams County is a Pennsylvania government entity serving approximately 550 employees across 25 departments—from elected offices and court systems to specialized county services. The county manages large volumes of sensitive documents while adhering to strict state record retention laws.

Challenges

Drowning in Paper

When Adams County first implemented DocStar in 2005, it was facing an overwhelming volume of paper records. With 25 departments producing everything from court filings to financial documents, staff were spending countless hours managing physical files instead of focusing on core services. They needed a solution that could streamline operations, support compliance, and scale across their multifaceted organization.

“DocStar is the **cornerstone** for our most sensitive data, and it does a great job keeping it secure. It's also a very **affordable** product, considering everything it does for us.”

Phillip Walter

Chief Information Officer, ADAMS COUNTY



Strict Retention Laws

Pennsylvania law categorizes records into permanent, long-term, and standard lifecycle classes—each with distinct retention and storage rules. Permanent and long-term records, if digitized, must be stored in PDF/A format within a completely separate system and database to prevent data loss.

Sensitive Data, High Stakes

With critical information like legal records and financial data circulating daily, Adams County needed strict access controls, robust security, and the capacity to manage very large volumes of sensitive content. Any breach could have serious legal and operational consequences.

Solution

A Flexible, Evolving Platform

Though Adams County had used DocStar for over a decade, things accelerated in 2019 when they partnered with implementation expert Jim Matey from SR Business Systems. Together, they enhanced the system to meet modern compliance demands while keeping it accessible for staff across departments.

Creating a 'Fort Knox' for Records

In response to evolving state requirements, the county established a dual-environment setup within DocStar:

- A **primary production system** for everyday use
- A separate **“Fort Knox” environment** for long-term and permanent digital preservation

“We needed a dedicated solution that departments already understood,” Phil noted. “Ease of use allowed departments to jump on board from the beginning.”

Custom PDF/A Conversion & Metadata Transfer

To comply with Pennsylvania’s digital storage laws, the county—again with SR Business Systems—developed a custom app that automatically converts files to PDF/A and transfers associated metadata into the preservation system, eliminating duplicate data entry.

“The magic between those two environments is exactly what SR Business Systems delivered,” Phil explained. “Departments no longer have to enter the same information twice—they just select a dropdown and send it to the PDF environment.”

Advanced AP Automation

The Controller’s Office also adopted DocStar’s Optical Character Recognition (OCR) tools for accounts payable (AP). OCR extracts structured data from invoices, identifies errors, and reduces manual entry—saving time and improving accuracy.

Benefits

Seamless Compliance

The dual-environment system ensures Adams County’s permanent and long-term records are preserved in the required format with full audit trails—without burdening staff. With one click, departments can archive sensitive records and remain compliant.

Stronger Security

DocStar provides secure, role-based access across all 25 departments, protecting court records, citizen information, and financial data. The county maintains full control with on-premises hosting and tightly managed user permissions.

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Operational Efficiency

Automated workflows have significantly improved productivity. The AP department alone has saved hours of manual data entry, allowing staff to focus on higher-value tasks.

“It saves our AP clerk an incredible amount of time not having to input that metadata,” Phil said.

Long-Term Reliability & Value

While many organizations replace document systems every 5–7 years, Adams County has maintained and enhanced DocStar for two decades. Continuous upgrades have extended the platform’s lifespan and value.

Future-Proof Investment

DocStar continues to evolve under Epicor, giving Adams County confidence in its long-term strategy.

“We have the support of Epicor behind us, knowing the rug’s not going to be pulled out from under us,” Phil explained. “It’s meeting our current needs—but it’s still advancing. It’s still moving forward.”

Conclusion

Adams County’s success shows how secure, adaptable systems like DocStar can future-proof government operations. With the right partners and technology in place, they’ve built a model of digital compliance, efficiency, and reliability that other agencies can follow.



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