MILLE LACS BAND OF OJIBWE INDIANS

Industry: Government
Number of employees: 1,000-5,000
Headquarters: Onamia, MN

The Corporate Commission was created by the tribal government of the Mille Lacs Band of Ojibwe Indians to manage the business affairs of the Band.

The Corporate Commission implemented Laserfiche to manage contracts for 12 separate businesses, including Grand Casino Mille Lacs and Grand Casino Hinckley. Here is how it processes 500 contracts a year with Laserfiche.
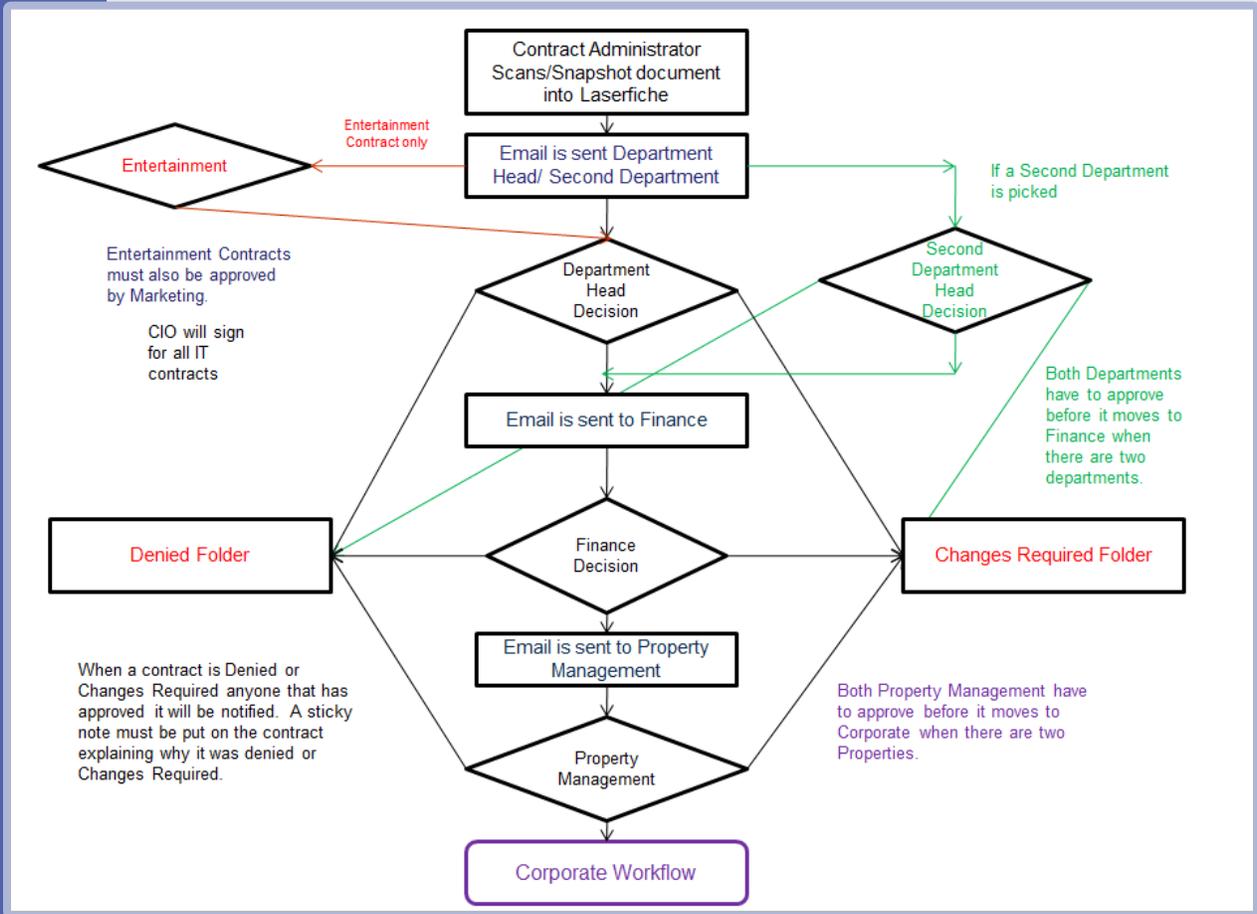
The Mille Lacs Band of Ojibwe Indians provides Workflow structures, tips and lessons learned in a quick implementation.

The Corporate Commission had been using a Laserfiche system with Quick Fields to scan HR documents. When Lance Dutcher, Systems Engineer for the Corporate Commission, saw the document routing and tracking capabilities of Laserfiche Workflow at the 2008 Laserfiche Institute Conference in Los Angeles, he realized he already had the tools to build a contract management system using Laserfiche.

*"I literally went to one Workflow session at the Conference,
came back and started designing workflows."*

The Corporate Commission completed its contract management project in six months without incurring outside costs. "We already owned Workflow but weren't using it," Dutcher explains. "All programming and training were done internally."
Benefits include time savings, greater visibility into the contract management process and the elimination of unintentionally lapsed contracts.

PROPERTY WORKFLOW

Contract Administrator
Scans/Snapshot document
into Laserfiche

Entertainment
Contract only

Entertainment

Email is sent Department
Head/ Second Department

If a Second Department
is picked

Entertainment Contracts
must also be approved
by Marketing.

CIO will sign
for all IT
contracts

Department
Head
Decision

Second
Department
Head
Decision

Email is sent to Finance

Both Departments
have to approve
before it moves to
Finance when
there are two
departments.

Denied Folder

Finance
Decision

Changes Required Folder

When a contract is Denied or
Changes Required anyone that has
approved it will be notified. A sticky
note must be put on the contract
explaining why it was denied or
Changes Required.

Email is sent to Property
Management

Both Property Management have
to approve before it moves to
Corporate when there are two
Properties.

Property
Management

Corporate Workflow

Property Workflow

Corresponding Department

Yes

No

Contract Administrator Scans/Snapshot document into Laserfiche

Email is sent Department Head/ Second Department

Only if a Second Department is picked

Department Head/Second Department

Second Department Head

Email is sent to Corporate Signer

Corporate only Except for Food & Beverage and Slots

Denied Folder

Corporate Signer

Changes Required Folder

Email is sent to Finance

Finance

Property Only Contract

Email is sent to Legal

Entertainment and Slots contracts only.

Legal

Final Approver

Contract Admin e-mails the vendor the contract. Once signed it goes into the Finalized Workflow

FINAL WORKFLOW

```
┌─────────────────────────────────┐
│  Final approver signs contract. │
│    Except Entertainment and     │
│         Slot Contracts          │
└─────────────────────────────────┘
                 │
                 ▼
┌─────────────────────────────────┐
│     Contract Administrator      │
│   Scans/Snapshot document       │
│         into Laserfiche         │
└─────────────────────────────────┘
                 │
                 ▼
┌─────────────────────────────────┐
│    Email is sent to Department  │
│    Heads notifying of approval  │
└─────────────────────────────────┘
                 │
                 ▼
┌─────────────────────────────────┐
│        Documents stored in      │
│   Finalized Contracts folder and│
│    Master Control number is     │
│      automatically assigned     │
└─────────────────────────────────┘
                 │
                 ▼
┌─────────────────────────────────┐
│         End of Workflow         │
└─────────────────────────────────┘
```
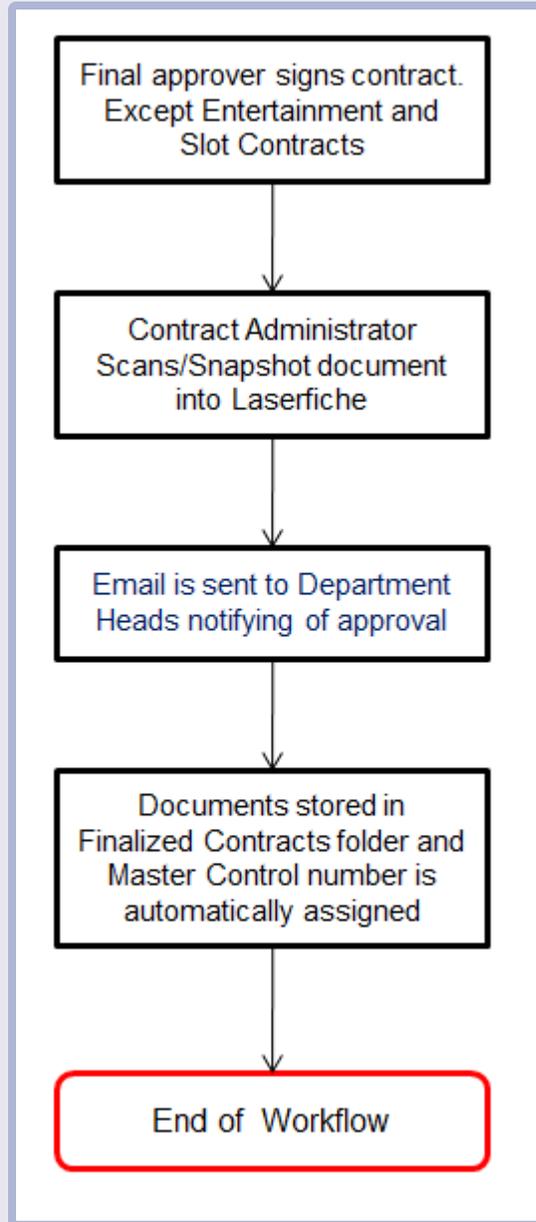
TIPS AND LESSONS LEARNED

▶ Know all exceptions to the rules before building the workflow.

▶ Keep the names of the activities generic so you can copy and paste them into other workflows.

▶ Use the search function and auditing to find issues in the workflow.

▶ Any information that is in a metadata field can be put into a report using Crystal Reports or Microsoft Reporting Services.

▶ Keep all workflow processes the same so you do not have to retrain end users.