

**UNISearch®**  
**DOCUMENT IMAGING AND COLD FOR**  
**ELECTRIC UTILITIES:**  
**A COBB ENERGY CASE HISTORY**

**E-MAIL, CORRESPONDENCE**  
**APPLICATIONS, BILLING HISTORY,**  
**CYCLE BILLS, STAKING SHEETS**



**Eliminate Manual Filing and Paper Storage**



**Eliminate Keying of Service Order Comments**



**Instant Access to All Member Records**



**Improve Customer Service**



**Display Documents Directly from Desktop Screens**



**Call**  
**Comsquared Systems**  
**1-800-592-3766**  
**www.comsquared.com**

One of the biggest challenges facing electric cooperatives today is the ability to provide exceptional customer service amid increased competition. With the advent of deregulation, electric cooperatives are taking on even more services. This results in more paperwork and additional effort to keep customer service at a high level.

Cobb Energy, the second largest EMC in the U.S., handles the additional demands and still keeps customer service at its highest levels with a UNISearch® document imaging solution from Comsquared Systems.

UNISearch is a document imaging and electronic information capture system customized to meet the needs of the EMC market. UNISearch allowed Cobb Energy to take mounds of paperwork and computer reports and scan or electronically transfer them into an electronic file. Once captured, users can search, display, fax, e-mail or print documents directly from their workstation with the touch of a key.

Cobb Energy has implemented document imaging into the following departments:

**Member Services**

With document imaging, Cobb Energy is now able to scan all customer-related documents – including service orders and customer correspondence – and retrieve the information instantly with the touch of a key. Service orders are printed with bar codes, eliminating the need for manual data entry for more than 1,000 customer documents a day.

**Accounting**

Cobb Energy uses UNISearch to download their daily reports to balance their accounting entries. The technology gives them instant access to reports right from their desktop.

**Human Resources & Payroll**

Cobb Energy's human resources department uses UNISearch to scan all former employee historical data into their system. They also use imaging to scan current employee's personnel information, using barcode technology. All reviews and personnel actions are kept on file electronically providing instant access, eliminating paper and maintaining their legal requirements, all while maintaining complete document security.

The result is the elimination of bulky filing cabinets full of employee paper files. Employee information can be retrieved right from the human resources' desktop with the proper passwords.

**Accounts Payable**

To combat the mountain of paper accumulated through vendor invoices and checks, Cobb Energy uses UNISearch to automatically match scanned invoices with an electronic copy of the appropriate check and stores them in a file for instant access. No more manual matching of vendor invoices with checks, then filing a second copy – it's all taken care of with UNISearch.

### **Accounts Receivable**

Remittance processing is linked directly to the UNISearch system. After posting payments for the day, the NCR remittance system transfers all images of the remittance stubs and checks to UNISearch to satisfy questions from members or to resolve issues in accounting. This information is kept on UNISearch for 12 months, then deleted.

### **Environmental Engineering**

The Environmental Protection Agency requires that Cobb Energy keep information from all their vendors on file. In addition, any environmental issues that arise on any property immediately adjacent to Cobb's properties must be documented, photos taken for evidence and kept on file for many years. The UNISearch system plays an active role in maintaining these forms, reports and photographs, providing Cobb Energy with the knowledge that they will be able to retrieve any document in seconds should the need arise due to litigation or EPA questions.

### **Engineering**

With thousands of engineering drawings and easements, the engineering department needed to find a better way. After Cobb Energy expanded the UNISearch system with additional user licenses, the engineering department felt it was time to take advantage of document imaging. Now, as-built drawings, specifications, easements, etc. are captured electronically with UNISearch and are available instantly whenever the need arises. Originals are now stored off site as required by company policy, but the UNISearch system provides viewing and printing of these important documents whenever they are required.

### **Some other key UNISearch features include:**

- Reduces or eliminate data entry using bar codes, OCR or ODBC query for all scanned documents.
- Documents display directly from desktop PC's.
- All billing and accounting reports can be electronically captured and displayed at the PC.  
Eliminates CD-ROMs and microfiche.
- Documents can be retrieved, printed, faxed or e-mailed directly from UNISearch.
- Works with existing local area networks and infrastructures.  
Remote Facilities Management support eliminates the need for on-site technical support staff.

### **About Cobb Energy**

Formed in 1938, Cobb Electric Membership Corporation started as an electric utility with 489 residential members and 14 commercial accounts. With over 170,000 members and growing, Cobb EMC is the largest of Georgia's 42 EMCs, the second largest retail supplier of electricity in Georgia, and the second largest of the nation's approximately 900 EMCs. The physical plant of Cobb EMC consists of over 7,800 miles of line located within Bartow, Cherokee, Cobb, Fulton, and Paulding Counties. Cobb EMC's distribution system covers approximately 415 square miles. For more information, visit its Web site at [www.cobbemc.com](http://www.cobbemc.com).

### **About Comsquared Systems**

Comsquared Systems is a document imaging software developer, systems integrator and consulting organization headquartered in Atlanta. With more than 23 years of experience, Comsquared specializes in developing customized solutions for the utilities market. For more information, visit its Web site at [www.comsquared.com](http://www.comsquared.com).