



Röland V. Harris, ICP

Overview

Mr. Harris has over a decade of software development, systems integration, and consulting experience in the document management industry. He has designed enterprise solutions for Fortune 500 companies, helped pioneer new document technologies, and worked with a diverse group of commercial, federal, and educational clients. He has significant field experience in document imaging, workflow, forms automation, enterprise report management, and application integration. Today, Mr. Harris assists IMERGE clients in the acquisition of many different types of document technologies, and consults with software developers and integrators on new product development.

Significant Projects

Nestlé & Häagen-Dazs



Mr. Harris has played a significant role in a number of projects during his career. The following is an incomplete listing with a brief review of what each project accomplished. Additional details are available.

Mr. Harris led a multi-year design and installation effort for Nestlé and Häagen-Dazs to deploy a nationwide document management network. The network saves Nestlé approximately \$500,000 a year, and is one of the largest imaging systems in the nation with over 400 scanning operators in 30 offices. The system utilizes advanced forms recognition to allow a small group of accounting personnel to process over 25,000 new documents each day. The system is integrated with Nestlé's SAP accounting environment, which allows scanned proof-of-delivery documents to be reconciled with sales data to identify incorrectly documented transactions. In addition to designing the system and conducting vendor evaluations, Mr. Harris also managed three field installation teams simultaneously through the sixteen-month project.

URS Corporation



Mr. Harris designed an invoice automation system for one of the world's largest engineering firms. To support its contract billing, URS must process a massive amount of unstructured documentation. In the past, assembling the paperwork for just one invoice could take weeks, with necessary files stored in a number of physical areas. Mr. Harris designed a centralized imaging system that allows URS to capture unstructured documentation immediately upon receipt, thereby allowing the accounting department to locate and print thousands of supporting documents in just a few minutes. The project was completed for thousands of dollars less than strategies proposed by other consultants, and was quickly replicated to URS global offices in Sydney, Australia, and London, England.

**Maryland
Department of
Transportation**



Mr. Harris helped design and implement an enterprise report management system (ERM) for the Maryland Department of Transportation. MDOT has hundreds of field offices open to the public that need real-time access to the state's central databases. When connection failures or other issues prevent access, the field offices are unable to serve the public. To avoid this, MDOT would regularly print a series of physical reports from its databases and mail them to all field offices as backup. The process was extremely time consuming and expensive. Mr. Harris helped MDOT acquire a leading ERM application that captures and indexes the DOT reports automatically with no human intervention – and no paper. The addition of a web-server over the ERM system makes the reports available online to all MDOT field offices (through a secure Intranet connection) whenever the backup system is required. In addition to eliminating MDOT's printing and mailing costs, the ERM system was one of Maryland's first statewide web applications to allow records to be securely accessed from any point in the state.

**Johns Hopkins
University &
Medical Institutions**



Mr. Harris has served as a management consultant to Johns Hopkins University since 1996. In this role, he has assisted JHU in the acquisition and implementation of several document management technologies, and helped proliferate modern document policies throughout academic and administrative functions. He is a regular presenter to JHU strategic committees, and has helped several departments overcome pricing and technical support barriers in order to take advantage of today's leading document systems. Following is a sample of the departments Mr. Harris has assisted:

- Office of the President
- Office of Financial Systems Administration
- School of Medicine Office of Administration
- School of Public Health Information Systems
- School of Public Health Department of Nutrition
- School of Public Health Department of Epidemiology
- School of Public Health Office of Research Administration
- School of Public Health Office of Professional Education
- School of Public Health Office of Human Resources
- Office of Facilities Administration
- Office of Benefits Administration
- Office of Human Resources
- Wilmer Eye Institute
- Business Office

**City of Madison,
Wisconsin**



Mr. Harris teamed with fellow IMERGE Principal Jim Just to design a comprehensive document management system for the City of Madison Planning & Development, and Finance Departments. He helped phase-out historical micrographic procedures, implement an automated document indexing procedure for Permits and Licenses, and institute a digital photo and computer aided design (CAD) capture system for property assessments. The multi-year project included a number of off-the-shelf and custom applications using leading enterprise report management (ERM), document management, and document imaging platforms.

Professional Experience

IMERGE Consulting, Inc. Baltimore, MD (10/03 to present)
Principal

Mr. Harris joined IMERGE Consulting in October 2003, where he focuses on commercial, state government, and educational projects. He consults regularly with leading software developers and systems integrators, and assists end-users in requirements definition, systems acquisition, and project oversight.

FORTIENT Consulting, Inc. Baltimore, MD (10/02 to present)
President

Mr. Harris founded Fortient Consulting in October of 2002 to provide specialized document management consulting and e-commerce services to a select group of clients in the Baltimore / Washington area.

ROH, Inc. Baltimore, MD (7/99 to 10/02)
Director of Sales & Marketing – Document Management Division

Mr. Harris secured significant projects for this regional software developer and systems integrator, where he had a formative role in the design and marketing of one of the first 100% web-based document management products.

Total Recall Systems, Inc. Baltimore, MD (7/97 to 7/99)
Vice President

Mr. Harris helped found TRS as part of the nationwide rollout of the LAVA Document Management System. Key clients were developed in the manufacturing, state government, and educational sectors.

LAVA Systems, Inc. Baltimore, MD (6/96 to 7/97)
Regional Director

Mr. Harris helped missionary one of the first integrated document management, imaging, and workflow applications for this Toronto-based innovator, which focused on the manufacturing and AS/400 sectors.

Genesys Information Systems Baltimore, MD (2/96 to 6/96)
Director of Operations

Mr. Harris implemented a new software maintenance program for this regional document management developer and systems integrator.

TPS Imaging Solutions Lynchburg, VA (8/92 to 2/96)
Director of Operations & Imaging Services

Mr. Harris managed a number of activities for this regional service bureau including microfilm and document warehousing. He helped manage a multi-year conversion project for Price Waterhouse Coopers, and installed several of the earliest document imaging systems.

Seminars

Mr. Harris has presented strategic seminars on document management to the Federal Imaging Convention, the National Security Administration, the Armed Forces Communications and Electronics Association (AFCEA), the Maryland Department of Transportation, the Maryland State Police Department, and the Johns Hopkins University Council on Document Management.

Professional Associations

Mr. Harris has been a member of the Association for Information and Image Management (AIIM) since 1996. He has also presented at the annual AIIM conference and exhibition show on several occasions.

Education

Mr. Harris received his B.A. in Business Administration from Lynchburg College in 1990, where he graduated Magna Cum Laude with Highest Honors from the School of Business. He was also selected as the 1990 Somerville Scholar, which is the highest academic honor presented to a senior student each year. Since then, he has performed continuing masters-level coursework in Business Administration.

Mr. Harris is manufacturer-certified on a number of leading document management software applications. He pursues ongoing technical software and hardware training, and remains current with the latest products from leading document management vendors.

Activities

Mr. Harris is an avid swimmer, water polo player, scuba diver, and fisherman. He has coached competitive swimming at many levels and NCAA Division I Men's Water Polo.