

CLIENT SUCCESS STORY

# San Francisco Municipal Transportation Agency Accelerates Its Digital Transformation with KnowledgeLake



**SFMTA manages all ground transportation, including the historic Municipal Railway, parking, traffic, bicycling, walking, and taxis, in the city of San Francisco. Established in 1999, the agency has offices throughout San Francisco.**

**Client**  
San Francisco Municipal Transportation Agency

**Industry**  
Government

**Website**  
[www.SFMTA.com](http://www.SFMTA.com)

**Region**  
California, United States





“There has always been a desire to get rid of paper and go digital. With the agency utilizing SharePoint, we had a great start to go in this direction but were missing the scanning, indexing, and search retrieval part of the equation. By adding the KnowledgeLake platform, we were able to bridge the gap on the pieces that were missing in SharePoint to help make going digital a reality.”

-Viridis Gamble, Productivity Services Manager, SFMTA

The San Francisco Municipal Transportation Agency (SFMTA) manages all the ground transportation in the city of San Francisco. To increase efficiency in file storage and retrieval and free up valuable office space, the SFMTA deployed KnowledgeLake to digitize their business processes and integrate seamlessly with their existing SharePoint system.



## BUSINESS NEEDS

The San Francisco Municipal Transportation Agency (SFMTA) oversees the entire ground transportation system for the City and County of San Francisco, serving over one million residents and visitors. With paper records piling up across departments, the agency faced growing challenges around storage, retrieval, and compliance with record retention policies.

These manual, paper-based processes slowed productivity and consumed valuable office space. While SFMTA had used KnowledgeLake in its Payroll department for over a decade, broader digital transformation was needed.

The agency sought a solution to automate document processing, enforce retention policies, and integrate seamlessly with their existing SharePoint environment—all to improve efficiency and empower staff across the organization.



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**KnowledgeLake**



“With SharePoint introduced to the agency, we needed a way to effectively make our documents digital and easy to store and retrieve.”

- Virdis Gamble, Productivity Services Manager, SFMTA



## SOLUTION

To modernize document management without disrupting existing infrastructure, SFMTA expanded its use of KnowledgeLake across the agency—integrating it directly with SharePoint. The solution was rolled out across key departments including Accounting, Capital Finance, Contracts & Procurement, Real Estate, Human Resources, and Payroll.

KnowledgeLake’s seamless SharePoint integration made deployment simple and intuitive. “It fits well with SharePoint, which is important for us,” noted Gamble.

Its browser-based platform and intelligent search capabilities have driven strong user adoption. Staff can now easily locate, access, and update documents using metadata-driven searches—improving productivity across teams.

## BENEFITS

By digitizing high-volume paper workflows, SFMTA has eliminated unnecessary physical storage, reclaimed office space, and streamlined day-to-day operations. With KnowledgeLake, the agency has reduced manual tasks, improved access to critical information, and enabled staff to focus on higher-value work.

### Digitizing for End-to-End Efficiency

SFMTA had long aimed to go digital but lacked a complete solution. “With the agency utilizing SharePoint, we had a great start... but were missing the scanning, indexing, and search retrieval part of the equation,” shared Gamble. Deploying KnowledgeLake filled that gap—transforming paper-bound workflows into streamlined, digital processes across the agency.

### Reclaiming Office Space

In a city where real estate comes at a premium, reclaiming physical space was a key driver for digital transformation. “One of the goals of going digital is to reclaim space,” Gamble noted. With KnowledgeLake, SFMTA began clearing out paper files and removing hallway filing cabinets—freeing up space for employee workstations, collaboration, and future growth.

### Empowering Staff to Focus on Higher-Value Work

Automating document workflows with KnowledgeLake has allowed SFMTA employees to focus on more meaningful, strategic tasks. Instead of spending time on manual filing, routing, or compliance checks, staff now have more time to support departmental goals and deliver better public service outcomes..