

# ONE SOLUTION FOR THE ENTERPRISE

Improving processes across government departments with a content services platform

Hyland®

**Today's states, counties and municipalities are looking for simple and adaptable technology to reduce operating costs while providing faster and better government services. They recognize the need to support a leaner staff by reducing or eliminating old, manual and paper-based solutions. These antiquated processes make maintaining and evolving their constituent service difficult or impossible.**

Agencies need an affordable platform that will help them manage today's government while providing proven software that leverages and integrates with existing IT investments. The right technology solution should offer rapid deployment and return on investment while enhancing efficiency, transparency and collaboration across the government enterprise. Hyland does this for more than 2,000 government customers.

Hyland's content services platform meets the needs of government departments with affordable entry and a product philosophy that encourages phased projects to match tighter budgets now, with potential to grow and adapt well into the future. Our platform is designed with configurability in mind, so you don't need to be a developer or programmer to implement, change or update your solution.

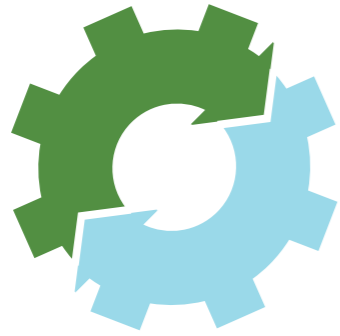




## Eliminate paper and low-value tasks, automate processes

The critical work of government is slowed by the need to print, distribute and file paper. Staff spend countless hours on simple information retrieval when they should be focused on tasks that enhance constituent service and meet legal obligations.

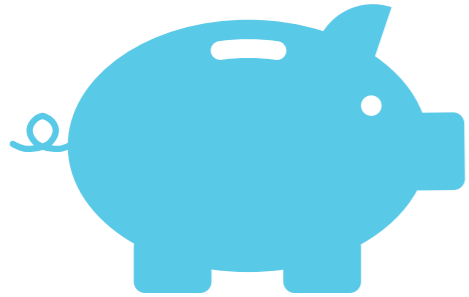
With a content services platform, you can eliminate paper documents and records, automate processes like document reviews and easily make information available to stakeholders. The platform provides a 360-degree view of processes and supporting information, from records and documents to emails and meeting notes. Imagine one platform that sends automatic notices, creates audit trails and helps users manage cases from start to finish. With digital processes and automation, you achieve total transparency and eliminate error-prone manual tracking approaches.



## Integrate to connect content and existing systems

Today's government organizations need to leverage existing IT investments to derive the most value out of them. When each of these systems interacts effectively and efficiently, staff members access — and share — the information they need, when they need it. And, when staff can move easily between systems, they are more productive.

A content services platform integrates seamlessly with the technology investments that make your agency run, acting as the information hub that connects and optimizes systems. And, because you're leveraging your prior investments instead of being forced to buy all new software — or pay for expensive custom code — you're meeting your new budget needs while still moving forward with the latest and greatest technology tools.



## Deploy an affordable solution that evolves with you

Hyland government solutions are built with the user in mind, with knowledge of the challenges government agencies face every day. Staff have the ability to build in phases and adapt solutions to the changing or future needs of their individual organizations. Of the more than 2,000 government customers that Hyland serves, most start small, beginning with a solution that reduces their dependence on physical paper files and manual processes. Then, as they understand the platform and see how it transforms their processes, they implement it in other departments. They automate workflows, eliminate low-value tasks and extend their solution to web-based services.

Technology solutions — along with your constituent and staff needs — are always evolving with enhanced capabilities. Hyland provides annual upgrades to keep you current so you can leverage tools that enable you to get the work done even faster. Whether you need a mobile solution for field work, easy integration to a new data system or a cloud-based solution for fast deployment, nothing is holding you back. And, by integrating with applications like agenda and minutes, plan review and geographic information system applications, Hyland offers infinite possibilities for your IT staff to support all departments while maintaining a single solution.



## Finance and Administration

- Public records requests
- Agenda and minutes
- Land records
- Accounts payable
- Contract and vendor management
- Human resources
- Assessor
- Tax



## Planning and Public Works

- Permitting and licensing
- Plan review
- Asset management
- GIS integrations
- Code enforcement
- Field inspections



Click each icon to learn more

## Health, Housing and Human Services

- Eligibility determination
- Client and tenant files
- Compliance
- Grant and contract management
- Child support enforcement
- Vital records

## Justice and Public Safety

- Records management
- Court case management
- Jail management
- Probation
- Public defender
- Virtual court files





# Finance and Administration

## Finance and Administration

**A CONTENT SERVICES PLATFORM IS FLEXIBLE ENOUGH TO BE USED IN ALL AREAS OF FINANCE AND ADMINISTRATION. KEEP CORE FUNCTIONS AND RESPONSIBILITIES MOVING FORWARD WHILE SAVING STAFF TIME AND ELIMINATING COSTLY ROADBLOCKS TO PRODUCTIVITY.**

Finance and administration functions are the core of government. These departments typically work with a mix of data systems and older, paper-based processes, while facing pressure to offer web-based services and fast answers to internal customers and constituents alike.

Automation powers core administrative functions, including agenda and minutes and public records, to reduce processing times. With digital processes, clerks meet their legal responsibilities in less time while providing better constituent access to legislative proceedings and documents that constituents demand. Link content to key data systems while supporting web-based self-service for both constituents and vendors. Functions like mobile agenda packets and video streaming of public meetings keep your community connected 24/7.

Collecting and spending public funds involves myriad paper-based processes that are difficult to manage and track, and even harder to speed up. With a content services platform, accounts payable processing and tax collection, staff can easily retrieve and research content, process payments and ease the workload associated with vendors and purchasing. With mobile access, managers can approve decisions on the fly from the convenience of a tablet or smartphone. And, managing contracts means faster review and never missing an advantageous contract renewal.

By managing property assessment appeals via a centralized platform, instead of on paper, documents are quickly retrieved by Assessor staff and shared with complementary departments as well as the public. Automating the appeals process significantly reduces labor costs and increases staff productivity. The review cycle is completed faster, ensuring you'll meet deadlines.

A content services platform is a critical solution in your efforts to transform your finance and administration functions. It offers a single, flexible platform, making it easier for your IT staff to develop, deploy and maintain key solutions. With proven integrations, seamlessly connect data and processes by leveraging your existing investments.

**Support key finance and administrative functions:**

- Accounting
- Agenda and minutes
- Public records
- Land records
- Tax
- Contract management
- Vendor management





# Planning and Public Works

## Planning and Public Works

### **A CONTENT SERVICES PLATFORM PROVIDES A CENTRAL DOCUMENT REPOSITORY WITH NUMEROUS INTEGRATION OPTIONS, GIVING PLANNING AND PUBLIC WORKS STAFF THE INFORMATION AND TOOLS THEY NEED FOR FAST COMMUNITY DEVELOPMENT, ACCURATE FIELD WORK AND ADVANCED RESILIENCY EFFORTS.**

Building and maintaining public infrastructure and guiding the development of your communities requires a platform that can transform service for your external and internal customers. A content services platform offers a single solution that safeguards critical plans and documents while providing tools for electronic plan review.

Electronic plan review makes your processes simpler and faster and provides visibility into bottlenecks. Staff members are notified of pending permits and reviews and can instantly follow up, from anywhere. Even staff in the field can access documents and keep processes moving on mobile devices. With audit trails and version control, you see who made comments and manage mark-ups in one place.

Connect to critical information in multiple applications and file shares by integrating with common applications like Azteca Cityworks and Esri GIS. By linking these systems with electronic plan review, you can connect documents, electronic plans and permitting systems.

With a central repository, you have instant access to key documents, plans, permits and more for superior collaboration, first responder access and preservation of critical infrastructure and building development documents.



**Provide staff with the comprehensive information they need to meet specialized department needs and connect to core systems, including:**

- Esri
- Cityworks
- Central Square/Prospero
- Accela
- Electronic plan review



# Health, Housing and Human Services

Health, Housing and Human Services

**HELP YOUR AGENCY PROVIDE CRITICAL SUPPORT TO CONSTITUENTS IN NEED. MEET YOUR COMPLIANCE AND SERVICE GOALS WITH AUTOMATION, CASE MANAGEMENT TOOLS AND A SECURE DOCUMENT REPOSITORY.**

Provide a secure repository for the sensitive and confidential information that drives Health, Housing and Human Services programs. Automation and compliance tools help to ensure that programs run efficiently and in compliance with the rules and regulations for program eligibility and funding. Store and secure vital records for easy retrieval, reducing transaction waiting times.

Human Services programs can use a content services platform to drive eligibility determination and quickly move clients through initial and annual reviews, while enabling staff to retrieve supporting documentation easily and prevent lost documents. Multiple methods of retrieval help staff make the transition to a paperless environment with virtual file cabinets, as well as integrations for Microsoft Outlook and case management solutions. And, with secure mobile access to digital files, caseworkers eliminate paper in the field.

Agencies working in Human Services, Affordable Housing and other grant programs can improve their constituents' experience, ensure operational efficiency and support compliance with funders' requirements.

Leverage security, ease of use and affordability, so agencies can meet increased volume while maintaining high levels of service.



- Eliminate lost documents
- Ensure appropriate access to sensitive and confidential information
- Automate approval processes
- Integrate with required data systems, providing a seamless experience with a minimum of training
- Meet sustainable cost requirements
- Provide a case management platform with rapid application development to meet the specific needs of the diverse programs and services you deliver



# Justice and Public Safety

Justice and Public Safety

**COVER EVERY ASPECT OF THE JUSTICE SYSTEM, FROM SECURED DIGITAL FILES AND AUTOMATION TO CASE MANAGEMENT. LAW ENFORCEMENT, COURTS AND PRISONS OPERATE AT TOP EFFICIENCY WHILE KEEPING CITIZENS SAFE.**

Courts and law enforcement can reduce operating costs while providing a more efficient process for storing and accessing files. With a content services platform, critical documents and content — including photos, videos and audio files — are stored in a secure environment that can be quickly accessed from a records management system (RMS) and other data systems, as well as laptops and mobile devices in the field. Support prosecutors and public defenders with solutions that track case and attorney assignments, client eligibility and case and attorney performance activity.

Quickly capture information, making it immediately available, regardless of location or volume and without the need to copy, print or transport documents. Court documents are securely stored in a central repository and automatically connected to your case management system for easy access within case data screens.

Correctional facilities manage a crushing amount of inmate documentation and data. Scale to meet the volumes of paper documents and capture electronic filings. You'll overcome the challenges that come with physical paper storage and seamlessly connect documentation to data systems.



- Automate paper-based processes
- Utilize case management tools to support prosecution attorneys and public defender assignments
- Securely share files between internal or external attorneys and agencies
- Save staff time
- Reduce costs

# Hyland<sup>®</sup>

Learn more at [Hyland.com/StateGovernment](https://www.hyland.com/StateGovernment)