

# Solutions for Government Agencies

Improve efficiencies, service delivery and visibility with automated, paperless processes.



- CONSTITUENT CASE MANAGEMENT
- DOCUMENT AND RECORDS MANAGEMENT
- INSPECTIONS AND INVESTIGATIONS

 Law enforcement

 Public works

 Transportation

 Public safety

 Public assistance

 Labor

 Military

 Environmental protection

Hyland®

 Agriculture

Outdated paper, email and spreadsheet-based processes create enormous processing delays that lead to backlogs, lost documents and unhappy staff. Relying on paper and manual processes also causes a lack of visibility into form completeness and accuracy, workflow and bottlenecks. These factors make it difficult to check on an application's status or gain insight into operational readiness. On top of that, decentralized files and documents make collaboration and responding to inquiries a true challenge. They continuously produce delays while staff wait for the submittal of required documents — or even worse — lose a document or file altogether.

Agencies need tools that replace paper and spreadsheets with electronic documents and workflow, drive efficiency through automation and provide complete visibility into the mission at hand. With OnBase, Hyland's modern content services platform, government agencies can remove the manual tasks that slow things down and allow staff to focus on the real work that needs to get done.

## REDUCE PAPER THROUGH DIGITAL TRANSFORMATION

### Shred paper: Save time and money

By creating ways to capture documents electronically and begin processes without paper, you can move things online and eliminate manual tasks. Enabling your personnel with web-based electronic forms, workflows and process automation removes tasks up and down the line while making it impossible to lose documents.

### Replace manual entry

How many hours are your employees spending transferring data from paper forms and spreadsheets into electronic systems? A capture strategy using tools that can read paper and transfer data without manual entry allows you to reallocate staff time, eliminate errors and expedite processing.

### Achieve straight-through processing

When everything has been completed the way it should be — all documents provided, all boxes checked, all qualifications in order — technology can route forms and applications through a rules-based workflow without human intervention. This translates into task prioritization, faster completion and automated flagging of exceptions that require the attention of a staff member only when it's time to review or make a decision.

## MODERNIZE SYSTEMS WITH A CENTRALIZED PLATFORM

### Move to a shared-services approach

Migrating to the cloud with a shared services model can help agencies centralize their siloed IT solutions on a single platform that provides secure content storage and collaboration while ensuring ownership and control. Plus, being hosted in the cloud means it is accessible from anywhere with real-time data, improving efficiency and transparency.

### Implement tools for new programs

Empower your agency to quickly develop solutions as the need arises with a rapid application platform using case management tools. Deliver faster solutions without the hassle of custom codes using an easily configurable point-and-click tool. With a centralized platform, caseworkers are notified as new documents are received and can efficiently view and update case files and data from a single point.

### Streamline searches for information

Overcome complex, time-consuming search challenges with an advanced search tool that can quickly pinpoint the exact information you need across content repositories, systems or databases. Analyze and extract insights by connecting different pieces of information, places, people and things to quickly find the answers you need, reducing wasted time searching while ensuring compliance and security.

## ENHANCE CITIZEN ENGAGEMENT THROUGH DIGITAL CHANNELS

### Enable web and mobile access

Providing mobile access to eforms means field staff don't need to make return trips to the office if they forget a file or need to drop one off — while also enabling constituents to provide information from any location via their mobile devices. Implement a self-service web portal so citizens can easily submit applications online and get status updates without needing to visit the agency in person or wait in long lines.

### Enhance citizen communications

Every interaction is a chance to improve citizen engagement. With a customer communications management (CCM) tool, agencies can tailor communications and automate the creation and output of documents to create personalized content on demand, while also reducing the time and effort for high-volume correspondence.

## FLEXIBILITY TO MEET EVERY AGENCY NEED, INCLUDING:

- Constituent case management
- Inspections and investigations
- Military
- Law enforcement
- Human resources
- Planning and infrastructure
- Public records

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

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