Exploring the Transformative Power of

Content Services Technology

Enterprise Content Management (ECM) software is transforming the public sector. In a time when resources are shrinking and demand for accessible government services is increasing, ECM saves constituents time and allows employees to be more efficient and productive, focusing on high-value and mission-centric tasks.

For instance, ECM provides automation that frees government from the burden of paper, eliminating the need to manually enter organization data, organize paper files, and physically deliver materials to coworkers. ECM improves workflow for agencies and allows employees to use their time more efficiently, rather than focusing on document management tasks.

DOCUMENT MANAGEMENT

Government collects, stores, files and manages thousands of documents. Agencies can have a central repository for documents, identify who edited a document last, search document text, and increase collaboration across the agency.

IMAGE-PROCESSING APPLICATIONS

Agencies can digitize documents, store documents in a folder and then route them through the program of their choice to process a claim.

WORKFLOW & BUSINESS PROCESS MANAGEMENT

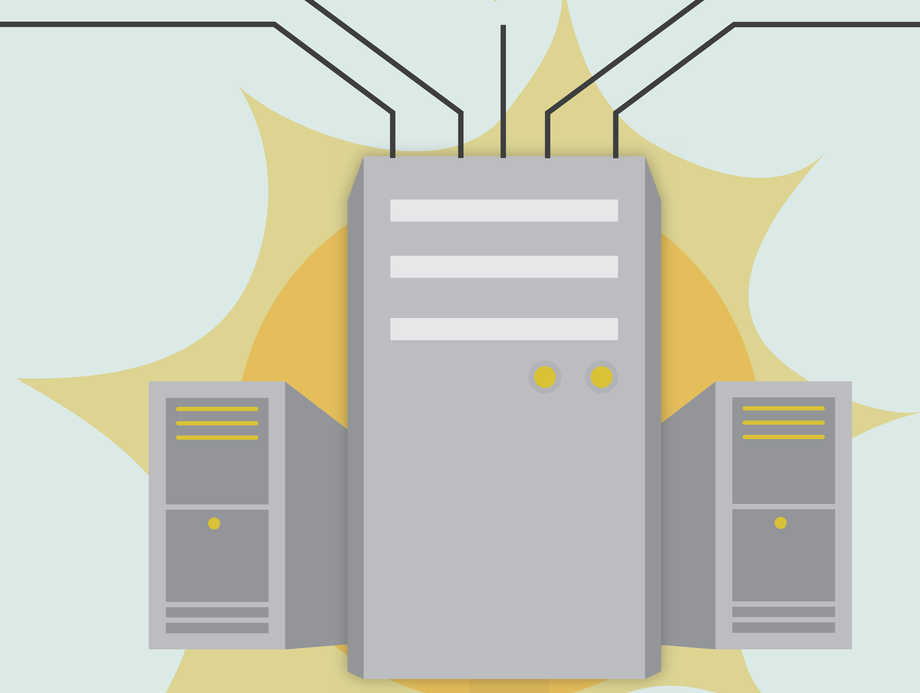
Organizations can fully optimize processes, identify new efficiencies and facilitate innovative approaches to improve workflows. Employees can set reminders, receive status updates, and monitor project resources.

RECORDS MANAGEMENT

Records management functionality allows organizations to safely and securely store documents required by law. ECM assists in standardizing and indexing files for easy access, as well as manage lifecycles of project documents.

MOBILITY, SELF-SERVICE, CITIZEN ENGAGEMENT

ECM technology improves customer service experiences for constituents, and with ECM, agencies can improve trust and transparency initiatives in government.



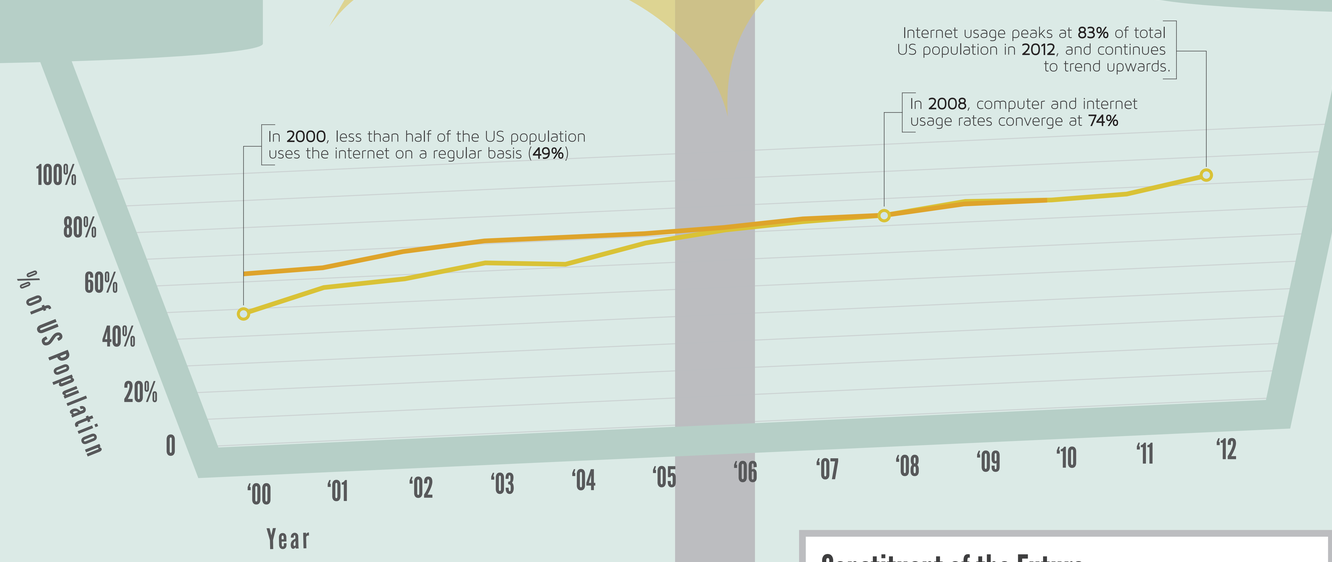
Delays
Inefficiencies
Buried in Paper

Increased Productivity
Improved Workflow
High Quality Services

Typical Process

lbs.

1. A constituent is looking to file for a license, permit, or sign up for benefits
2. Constituent retrieves proper documents
3. Documents filled out by constituent
4. Documents mailed to government offices
5. Documents sorted and filed in folders
6. Request for retrieval to check status
7. Constituent's documents folder located
8. Constituent's documents folder pulled
9. Documents located within folder, copied, and mailed back to constituent
10. Action completed
11. Constituent's folder transported to the file room
12. Constituent's documents folder re-filed



ECM Process

1. Constituent accesses government website to file for a permit, license, or sign up for benefits
2. Documents completed and submitted electronically
3. Documents received immediately by government staff to process
4. Documents retrieved online in seconds
5. Action completed
6. Constituent approved for license

Constituent of the Future

As the general public steadily becomes more tech-savvy, the need for updated processes and platforms to manage them becomes increasingly important. In an age where over 80% of Americans routinely use computers and the internet, modern tools for organizations, both public and private, are no longer the future, but a necessity.

Internet Usage

Computer Usage

Sources:
http://www.hyland.com/za/industry-solutions/government-software.aspx
http://www.hyland.com/za/onbase-and-ecm/ecm-funamentals.aspx
http://www.hyland.com/uk/hyland-software/media-room/analyst-coverage/magic-quadrant-2012.aspx
http://blog.hyland.com/
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IDT putting paper in its *place*

OnBase a Hyland Software solution

govloop

More information at: http://www.governmentecmsolutions.com