

BENEFITS

of

GOING PAPERLESS

It's no secret that paper-based processes power government services. Everything from handling benefit claims, to paying a parking ticket, to filing for a building permit involves paper.

But most of those services can now be conducted online, and as these services shift to digital applications, field workers, caseworkers and inspectors are becoming more efficient. Tedious paper-based process, like the constant need to file, organize and manage documents and related paper management tasks can be reduced – or in some cases, eliminated when moved online.

Below, we provide ten reasons why you should move away from paper and embrace digital.

GOVERNMENT LEADERS ON PAPER REDUCTION



1. AUTOMATION OF TASKS

As you automate time-intensive tasks, you and your coworkers can work on parts of projects, share status easily, and track project needs along the way. You can even set up reminders within a workflow, so you can automatically be sent a document once a task is complete.

2. BETTER MORALE

By automating tasks, you save a lot of time and the quality of your work improves. Instead of having to focus on the filing and management of documents, you can focus on doing more work in the field, meeting more clients and doing more tangible work to serve the mission of your agency – the reason why you joined public service in the first place.

3. IT SAVES EMPLOYEES TIME

If you're a caseworker tasked with 60 clients, that's a lot of paper to manage. If all your client documents are stored online, you can save a lot of time looking for misplaced files and collecting data. This will also enable you to have access to information anywhere, anytime, so if you need to reference something at home or a client visit, you can get to your documents.

4. INTEGRATION OF RELATED TECHNOLOGIES

Going digital with your workflows means that you can start to integrate related technology services. Tools like Geographic Information Systems or Customer Relationship Management can all be incorporated to give you better insights on city management. By integrating various solutions, you can gain a more holistic view of your community and its needs.

5. COSTS ARE CUT

Moving to digital can help you with cost savings. Not having to print, mail or store paper can lead to significant cost savings for organizations. And by not having to constantly be moving paper, you are able to work on more projects.

6. YOU EMPOWER FIELD WORKERS

When you're working in the field, Enterprise Content Management can provide you with access to your most important documents, which can help you become more efficient and effective. If you're making site visits, you can access documents to update information. And with the cloud, information can automatically be synched – eliminating the need to input and collect data twice.

7. EXTRACTION OF IMPORTANT DATA FROM DOCUMENTS

Documents hold essential information on services. By moving documents to digital, you can collect more data and information about users, with better accuracy. You can use this data to help improve the quality of services.

8. MORE EFFICIENCY THROUGH SELF-SERVICE

By moving to digital, you can provide self-service opportunities for constituents. This will allow constituents to access information 24/7, rather than being forced to physically go to an office. With processes moving to digital, you can become more efficient in processing claims and requests, as constituents have a clear spot to engage with you.

9. YOU'LL GENERATE MORE RESILIENT COMMUNITIES

Imagine if there is a fire, a flood, or any incident and key documents are destroyed. By going paperless, your critical information is constantly available to community members, and you can access it anytime, anywhere.

10. IT'S GREENER

By reducing the amount of paper you use, you can reduce your agency's carbon footprint, and cut costs. Going paperless means that you'll be able to significantly reduce the amount of paper you print, store and move.