

6 TOOLS FOR AN EFFECTIVE DIGITAL UPGRADE

Federal agencies are under pressure to **operate more efficiently, serve citizens better, and improve the work environment** for their employees. Agencies need to align their approach with the right solutions.

REASONS TO GO DIGITAL

Inefficient legacy systems and information overload are key motivators for agencies to accelerate their digital transformation initiatives.

Digital data will surge to **175 zettabytes** by 2025¹

71% **40%** **30%**

are struggling with how to manage and protect unstructured data²

are still relying on outdated legacy systems and technology³

face a lack of collaboration and poor communications⁴

TOOLS FOR A DIGITAL UPGRADE

Meet expectations and drive efficiency at the federal level with these **six technology tools**:

1. AUTOMATED CAPTURE

Intelligent capture technology can help your agency address problems created by **unstructured information chaos**:



- **CAPTURE** data from various document types
- Electronically identify and automatically **CLASSIFY** documents
- Speed up the data **EXTRACTION** process
- Incorporate **VALIDATION** rules to ensure accurate data entry
- **STORE** data for quick and easy retrieval via an **INTEGRATED** data repository

2. MOBILE ACCESS

Mobility has the potential to **reshape citizen engagement** by enhancing interactions between citizens and agencies. Accenture's digital government survey⁵ revealed that:

57%

say that mobile devices and apps are either a high priority for strategic agenda

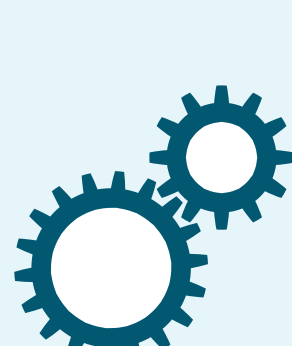
51%

believe that the ability to interact digitally would foster citizen engagement

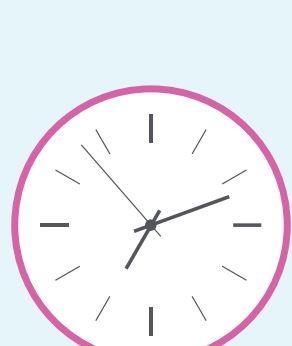
3. BUSINESS PROCESS AUTOMATION

With BPA, agencies get to rethink and automate business processes.

A McKinsey digital insights report⁶ reveals that the **automation of 50 to 70 percent** of tasks translates into:



20 to 35 percent annual run-rate cost efficiencies



a reduction in straight-through process time of **50 to 60 percent**



a return on investments most often in **triple-digit percentages**

4. CASE MANAGEMENT TOOLS

According to a 2014 AIIM report⁷, by adopting smart solutions with case management tools:

41%

of agencies have achieved successful outcomes

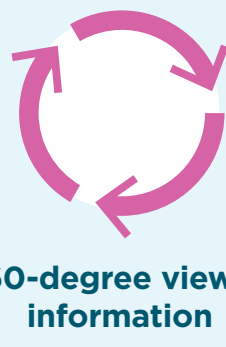
52%

of agencies feel the results are promising

5. INTEGRATION HUB

Content integration is key to **consolidating content** from all sources through a **single platform**.

Key advantages include:



360-degree view of information



Better control and consistency



Lower compliance risk



Reduced cost

6. ENTERPRISE FILE SYNC AND SHARE (EFSS)

A 2018 TechTarget research⁸ cites that the main reasons organizations turn to enterprise sync and share are:

48%

increased need for collaboration tools

43%

higher levels of security for file sharing

41%

support for mobile access to corporate documents

Dive deeper into key tech solutions in our ebook, **6 key tools to drive federal digital transformation**.

1 IDC: Data age 2025 - The digitization of the world from edge to core. (2018). Seagate.com
2 J. Rizkallah (2017). The big (unstructured) data problem. Forbes.com
3-4 State of Federal IT 2018: Transforming Federal IT organizations to become more mission-focused, innovative and agile. (2018). Accenture.com
5 Accenture: Four ways that mobility can transform government solutions. (2013). Accenture.com
6 Berruti, F., Nixon, G., Tagliani, G., & Whiteman, R. (Mar 2017). Intelligent process automation: The engine at the core of next-generation operating model. McKinsey.com
7 AIIM: Case management and smart process applications. (2014). Aiim.org
8 Miller, J.A. (2018). Enterprise file sync-and-share market evolves as adoption expands. TechTarget.com