

# 10 TOOLS

for an effective digital upgrade

Modern technology solutions have become imperative for state and local government agencies to remain fully functional and equipped to deliver mission-critical services in times of uncertainty. Here are **10 tools** to help you transform and modernize your operations to meet citizen expectations for **accessibility, transparency, security and speed**:

## 1 AUTOMATED CAPTURE

Leverage multi-channel capture for all types of content with intelligent automation to **classify, extract and validate** critical incoming information

**76%**

of organizations use intelligent enterprise capture to engineer automated workflows that help increase efficiency<sup>1</sup>

**33%**

increase in productivity on average can be achieved with automated data capture technology<sup>2</sup>

## 2 CONTENT MANAGEMENT

**Organize, manage and centralize** critical content across your agency, reducing costs associated with misplaced documents while providing users a complete view of the constituent record



**47%**

OF USERS SEEK A UNIFIED VIEW OF THEIR INFORMATION IN A CONTENT MANAGEMENT SOLUTION<sup>3</sup>

## 3 BUSINESS PROCESS AUTOMATION

Automate tasks, route documents, manage exceptions and extend key processes using tools like built-in rules and customizable forms

**50 to 70%**

automation of tasks translates into



**20 to 35%**

annual run-rate cost efficiencies<sup>4</sup>

## 4 ENTERPRISE FILE SYNC AND SHARE

Enable employees to easily share documents and information online while keeping it secure

**58%**

of forward-thinking organizations have deployed cloud-based file sync and share applications<sup>5</sup>



**91%**

of users describe document-sharing or collaboration capabilities as important to delivering superior experiences and collaboration opportunities<sup>6</sup>

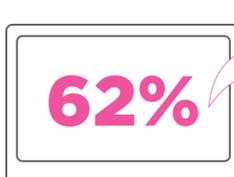
## 5 CLOUD AND SHARED SERVICES

Empower future innovations and deliver greater value by centralizing information on a single platform, driving automation and connecting stakeholders



The National Association of State CIOs (NASCIO) named cloud as the

**#1 TECHNOLOGY ISSUE FACING STATE CIOs**



**62%**

of organizations have moved applications to the cloud<sup>7</sup>

## 6 CASE MANAGEMENT

Manage data, tasks, activities, correspondences and events for knowledge-driven work, enabling employees to collaborate and make better decisions



**41% OF AGENCIES HAVE ACHIEVED SUCCESSFUL OUTCOMES WITH CASE MANAGEMENT TOOLS WHILE**

**52% OF AGENCIES FEEL THE RESULTS ARE PROMISING<sup>8</sup>**

## 7 INTEGRATION HUB

Integrate solutions with existing systems without requiring a total overhaul and eliminate disruptions caused by IT sprawl and disconnected applications

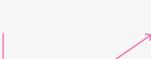


**44%**

of organizations say **content integration** into their CRM or ERP — where users can access and manage content across all repositories within their familiar interface — is the **most important capability<sup>9</sup>**

## 8 ENTERPRISE SEARCH

Gain fast access to precise information across databases, systems and repositories, reducing time spent searching while ensuring compliance and security



**30%**

improvement in productivity on average can be achieved with an efficient enterprise search tool that matches the capability of web searches<sup>2</sup>

## 9 MOBILE ACCESS AND WEB PORTALS

Enable citizens to interact with government agencies via their preferred digital channel



**51%** of respondents believe the ability to interact digitally with the government would encourage them to be more engaged

**49%** say digital interactions would make government more transparent<sup>10</sup>

## 10 CUSTOMER COMMUNICATION MANAGEMENT (CCM)

Automatically create, distribute and customize personalized correspondence and documentation to constituents in an **efficient, cost-effective and consistent way**



**72%**

OF ORGANIZATIONS HAVE IMPLEMENTED AUTOMATED DOCUMENT GENERATION TECHNOLOGY<sup>1</sup>

With an agile, flexible and scalable content services platform that offers configurable tools and solutions, state and local governments can create a more efficient, accountable and accessible government.

For more insights into how these tools can enable a successful transformation for your agency, **download our ebook, Navigating 3 key priorities for state and local government transformation.**

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

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