

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%

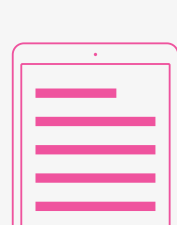
of organizations use intelligent enterprise capture to engineer automated workflows that help increase efficiency¹

33%

increase in productivity on average can be achieved with automated data capture technology²

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 SOLUTION³

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 efficiencies⁴

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 applications⁵

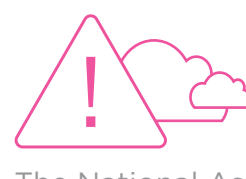


91%

of users describe document-sharing or collaboration capabilities as important to delivering superior experiences and collaboration opportunities⁶

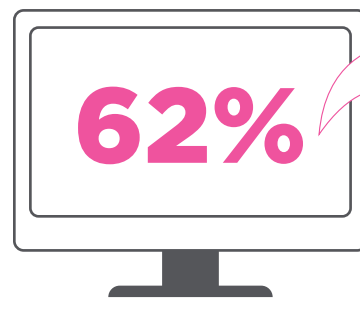
5 CLOUD AND SHARED SERVICES

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 cloud⁷

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 PROMISING⁸

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**⁹

8 ENTERPRISE SEARCH

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

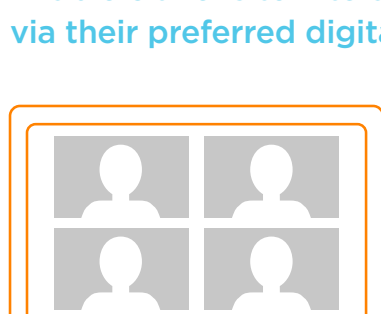


30%

improvement in productivity on average can be achieved with an efficient enterprise search tool that matches the capability of web searches²

9 MOBILE ACCESS AND WEB PORTALS

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

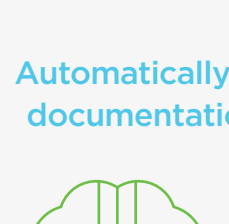


51% of respondents believe the ability to interact digitally with the government would encourage them to be more engaged

49% say digital interactions would make government more transparent¹⁰

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 TECHNOLOGY¹

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

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