HYLAND™

HOW YOUR AGENCY CAN IMPROVE EFFICIENCY WITH INTELLIGENT, OPEN SOURCE CONTENT MANAGEMENT SOLUTIONS

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Rob Wilds, a solution architect at Hyland.

The Department of Government Efficiency (DOGE) is increasing the scrutiny on federal agencies to modernize their infrastructure and software, transitioning to smarter systems that leverage AI to deliver exceptional experiences while maintaining the highest levels of security is imperative.

As a result, ensuring that the right data is available to the right people at the right time is paramount to operational transparency and mission success. However, while it's crucial that data be organized and available to users when they need it, the vast amount of systems and tools federal government agencies have to manage can often create content chaos and ultimately prevent employees and citizens from quickly and securely accessing the information they need.

"There's so many sources of content agencies have to manage today. From the usual suspects like Sharepoint or legacy content management systems, to the content that agencies themselves are generating, government organizations are up against a seriously daunting amount of data sprawl," said James Morrison, a solution engineer at Hyland, a company that develops and deploys Enterprise Content Management (ECM) solutions. Simply getting a handle on all that information is

difficult enough, but agencies are also expected to sort that often unstructured data so that it's searchable, both for internal use and in the event of a Freedom of Information Act (FOIA) request. The federal government also must contend with a lot of data that's not for public consumption, such as classified data or any that contains personally identifiable information (PII), both of which need to be classified quickly and correctly to ensure that it stays within the appropriate confines of the agency.

What agencies need are modern, intelligent content management systems that can equip them with the tools to quickly and effectively structure and identify their information.

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MODERNIZED CONTENT MANAGEMENT

So, where can agencies looking to modernize content management get started? First, it's important to get a lay of the land in terms of where an agency's content stands.

"Start with mapping your current state. Where does content reside today? Where is the bulk of that content sitting?" said Morrison. "Then think through what your desired content state is in the next 12, 24, 36 months. Once you understand your infrastructure and know what you want, you can start to think through what will make those goals attainable."

According to Wilds, this involves more than just knowing the number of documents an agency wants to migrate, it includes taking stock of current infrastructure, including whether an agency has the right storage to handle its desired data load, or if it needs to modernize its foundational architecture to accommodate necessary changes.

How your agency can improve efficiency with intelligent, open source content management systems

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Rob Wilds, a solution architect at Hyland.

Once agencies know where they are and what they want, tools like Hyland's open source Alfresco enterprise content management platform can step in to help agencies automate at speed to maximize the power of their information and gain important insights across their enterprise.

"Alfresco provides enterprise content management, including major and minor versioning, redactions, annotations, collaboration, workflow and classifications like tagging information as 'Top Secret' or 'contains PII'," said Morrison.

Traditionally, to enable these and other collaboration functions, agencies have had to equip with multiple types of ECM systems. With Alfresco, however, agencies can provide all of these functions in one platform.

"Once that content is stored in Alfresco, what really happens next is up to the business case, or the imagination of the customer," said Morrison.

Alfresco offers DoD-level records management with governance services, and provides purpose-built integrations, including with Microsoft Teams, Outlook and Salesforce, among others. And for integrations beyond those already offered, Hyland's Alfresco platform is open source and so offers a massive REST API stack that allows customers to innovate within the Alfresco platform.

For agencies who aren't interested in migrating content in other repositories or file shares, Wilds notes that with the right tools it is possible to leave content exactly where it is and tap a modern content management

solution, like Hyland's Alfresco Federation Services, to manage the governance of that content and the records management without having to migrate it.

The cloud-native platform also allows agencies to automate at speed, so they can quickly and effectively categorize and modify content.

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The AI-backed tool can also help agencies gain insights into their data and workflows that can allow them to work more efficiently.

"If an organization has years of internal trouble tickets, we can run an AI agent over that data — securely and without sharing it — to resolve new issues with high accuracy," said Morrison. "Similarly, for public-facing tasks like FOIA requests or grant eligibility, AI can streamline processes by identifying past responses or searching multiple repositories for relevant documents, making service delivery more efficient."

With the DOGE initiative at hand, it's more important than ever that agencies find ways to maximize efficiency and modernize systems. Intelligent, open source content management is a formidable solution for agencies looking to reign in data sprawl, reduce costs, improve transparency and work as effectively as possible — however that might look for their mission.

Learn More about how HYLAND'S open source Alfresco platform can help your agency automate at speed, gain insights and make the most of your content.