



# Solutions for government agencies

Improve efficiencies, service delivery and security with automated, intelligent processes



- Low-code application development
- Document and records management
- Intelligent capture and processing
- AI-powered process automation

1 Public works

2 Public records

3 Public assistance

4 Workforce development

5 Constituent portal

6 Investigations and inspections

7 Licenses and permits



Outdated, manual processes create enormous processing delays that lead to backlogs, lost documents and unhappy staff. Relying on paper and manual processes creates security vulnerabilities and causes a lack of visibility into form completeness and accuracy, workflow and bottlenecks. These factors make it difficult to check on an application's status or gain insight into operational readiness. On top of that, decentralized files and documents make collaboration and responding to inquiries a true challenge. They continuously produce delays while staff wait for the submittal of required documents — or even worse — lose a document or file with sensitive information altogether.

Agencies need tools that replace paper and spreadsheets with electronic documents and workflow, drive efficiency through intelligent automation and provide complete visibility into the mission at hand. With Hyland's intelligent content solutions, government agencies can remove the manual tasks that slow things down and allow staff to focus on the real work that needs to get done.



## Reduce paper through digital transformation

### Shred paper: Save time and money

By creating ways to capture documents electronically and begin processes without paper, you can move things online and eliminate manual tasks. Enabling your personnel with web-based electronic forms, workflows and process automation removes tasks up and down the line while making it impossible to lose documents.

### Replace manual entry

How many hours are your employees spending transferring data from paper forms and spreadsheets into electronic systems? A capture strategy using AI/ML that can read paper and transfer data without manual entry allows you to reallocate staff time, eliminate errors and expedite processing.

### Achieve straight-through processing

When everything has been completed the way it should be — all documents provided, all boxes checked, all qualifications in order — intelligent automation can route forms and applications through a rules-based workflow without human intervention. This translates into task prioritization, faster completion and automated flagging of exceptions that require the attention of a staff member only when it's time to review or make a decision.







# Modernize systems with a comprehensive platform

## Move to a shared-services approach

Migrating to the cloud with a shared services model can help agencies centralize their siloed legacy applications and systems on a single platform that provides secure content storage and collaboration while ensuring ownership and control. Plus, being hosted in the cloud means it is accessible from anywhere with real-time data, improving efficiency and transparency.

## Implement tools for new programs

Empower your agency to quickly develop solutions as the need arises using low-code case management. Deliver faster solutions without the hassle of custom codes using an easily configurable point-and-click tool. With a centralized platform, caseworkers are notified as new documents are received and can efficiently view and update case files and data from a single point.

## Streamline searches for information

Overcome complex, time-consuming search challenges with an advanced search tool that can quickly pinpoint the exact information you need across content repositories, systems or databases. Analyze and extract insights by connecting different pieces of information, places, people and things to quickly find the answers you need, reducing wasted time searching while ensuring compliance and security.





# Enhance citizen engagement through digital channels

## Enable web and mobile access

Providing mobile access to e-forms means field staff don't need to make return trips to the office if they forget a file or need to drop one off — while also enabling constituents to provide information from any location via their mobile devices. Implement a self-service web portal so citizens can easily submit applications online and get status updates without needing to visit the agency in person or wait in long lines.

## Enhance citizen communications

Government agencies need a secure, accessible content portal to securely disseminate relevant, updated information to their constituents. With a content portal, agencies can enhance citizen engagement and satisfaction with a digital channel to easily submit documents, complete online forms, make payments and check workflow status from any web browser.

## Flexibility to meet every agency need, including:

- Public assistance
- Public works
- Investigations and inspections
- Workforce development
- Licenses and permits
- Public records
- Constituent portal



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