



A GOVERNMENT TECHNOLOGY POSITION PAPER

# AUTOMATE & RE-IMAGINE PROCESSES

with Intelligent  
Content Management

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## THE TAKEAWAY

- • • Paper-based, manual processes mean time-consuming, inefficient work for agencies. Automation accelerates business processes and decisions and reduces costs and errors.

**M**anual processes impede the work government employees do every day. Industry experts estimate that automation technologies can free up to 1.3 billion hours across government agencies.<sup>1</sup>

But state and local agencies have often faced budget or resource constraints that limited their ability to fully automate and move processes online across the enterprise.

Now there is intelligent content management — an enterprise-wide approach that electronically harnesses content and data across the information life cycle — to accelerate automation and increase efficiencies.

With intelligent content management, public sector organizations can automate tedious and complex tasks, giving employees time to focus on more engaging and strategic work like citizen experience and innovation.

## Intelligent Content Management:

- ✓ Unlocks information and actionable insights
- ✓ Accelerates processes into digitized workflows
- ✓ Delivers faster decisions and better outcomes for citizens
- ✓ Empowers your workforce to focus on high-value tasks

## HOW INTELLIGENT CONTENT MANAGEMENT DRIVES AUTOMATION AND EFFICIENCY

Intelligent content management harnesses the power of integrated AI technologies — built on a scalable, cloud-native and open-source platform — to automate agency processes and unlock information. Hyland, a leading provider of intelligent content management for the public sector, offers a suite of powerful capabilities that drive automation, including:

### CONTENT AND DOCUMENT MANAGEMENT

Connected content management moves documents and data online to eliminate paper-based processes. It modernizes how content is organized, accessed and shared by electronically managing the entire information cycle — from receipt and use to retention and disposal.

### AI-POWERED PROCESS AUTOMATION

Intelligent automation technology improves the throughput of document processing to automate information-centric processes or any process rich in unstructured content. Once data is extracted in a structured format via AI-powered functionality, intelligent document processing (IDP) can be combined with robotic process automation (RPA) to provide a simple yet effective way to automate business processes end to end. For example, IDP can simplify the daunting process of redacting personally identifiable information (PII) from any record.

“RPA lets you capture data and content from your constituents however you engage with them — whether it’s through a fillable PDF or some portal information — and automatically get it into backend systems that tend to be really hard to integrate,” says Scott Anderson, a government product manager at Hyland.

Agencies can drastically reduce the need for manual processing to automate nearly every government use case — from permits and licenses to inspections and investigations to benefits programs.

### ACCESSIBLE CONSTITUENT PORTALS

User-friendly interfaces enable web and mobile self-service, making it easier for residents to access services and interact with agencies, while adhering to ADA and Web Content Accessibility Guidelines (WCAG) compliance standards. Constituents can use these portals to electronically submit forms and service requests. Automated workflows then route this information to the right department for processing. Constituents can review their documents, check the status of their request and make payments online.

## THE BOTTOM LINE

- • • Intelligent content management reduces time-intensive, manual processes and empowers government agencies to automate operations and improve efficiencies.
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*This piece was written and produced by the Government Technology Content Studio, with information and input from Hyland.*



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