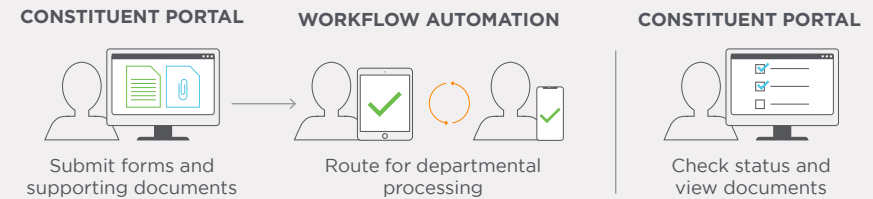


# HYLAND CONTENT PORTAL FOR GOVERNMENT



## Enhance efficiencies for constituents and staff alike

Our world has undergone a digital transformation, prioritizing virtual interactions and digital-first approaches. Traditional methods such as mailing paper-based applications, visiting agency locations in person and relying on emailed PDF forms have proven to be slow and inefficient, hampering the processing of important documents. With the potential for physical offices to reduce hours of operation and workforces to continue remote operations, the delivery of seamless digital services has become paramount to ensure uninterrupted service to constituents.

Hyland's partnership with Jadu presents an integrated portal solution that revolutionizes the delivery of exceptional digital services, empowering citizens to effortlessly self-service from any location using their mobile, tablet or desktop devices. Through the Hyland Content Portal powered by

Jadu Central LITE, a modern public-facing portal experience seamlessly connects to our content services platform, enabling online forms, document upload and tracking, payment processing, case management and workflow capabilities. This robust solution empowers your agency to provide innovative and improved online services to end users while enhancing engagement.

Constituents have the convenience of interacting with your agency online for a wide range of use cases that can be managed with forms or case management. Whether it's submitting public assistance applications, making public records requests or applying for licenses, constituents can access and submit documents whenever and wherever they need to. This streamlined process reduces manual efforts, increases operational efficiencies and extends the value of your existing technology investments, enabling your agency to deliver efficient and user-centric digital experiences to constituents.

### HIGHLIGHTS:

- Enables online processes at the front end to reduce calls and wait times
- Allows end users to self-service from any location on mobile, tablet or desktop devices
- Provides 24/7 access to information stored in Hyland's content services platform

- Integrates directly into existing public portals and websites
- Improves accessibility by delivering Section 508 compliance with mobile-responsive HTML5 web pages and forms.

### USE CASES:

- Public assistance applications and public records requests
- Business/professional licenses applications and simple permits
- General requests such as property assessment appeals, complaints or investigations
- Vendor/supplier portal, accounts payable and payment processing

### IMPACT:

- Reduces manual processes and increases efficiencies by decreasing paper-based approaches and time-consuming searches for information
- Enhances citizen engagement and satisfaction with a digital channel to easily submit documents, complete online forms and check workflow status from any web browser
- Extends the value of existing technology investments including WorkView, with easy-to-use web form creation and management to drive digital transformation initiatives

Hyland