Hyland's government solutions: Powering digital government

Government agencies are battling a challenging legacy infrastructure that doesn't provide the speed and flexibility for today's digital-first environment. How can you deliver on your mission and prepare for the future of work while meeting the increasing demands of the digitally connected citizen?

Forward-thinking agencies are turning to intelligent content solutions that increase efficiency, reduce risk, lower costs and improve employee and constituent satisfaction.

You need to:

- Modernize legacy systems for agile, flexible service delivery

- Reduce time-consuming and costly paper-based, manual processes

- Empower employees and citizens with accurate, accessible information

- Provide a complete view of data and documents for informed decision-making

- Streamline and speed processes for delivering mission-critical services and programs

Whether you are looking for a low-code and easily configurable solution, or an open-source and cloud-native option for a custom build, Hyland can help. We've got the technology and experience to support your modernization goals with Hyland's Alfresco, OnBase or Perceptive Content platform.

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> 40% of state CIOs have established a state technology modernization fund.
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> **NASCIO 2023 State CIO Survey**

> "
> We needed a way to shorten the cycle of mailing packets back and forth. The re-exam solution from Hyland has made us more productive. It used to take two or three people working for a week every month just to prepare the packets. Now we have it finished in a few hours.
>
> **Jim McRoberts**
> IT Manager, Housing Authority of Alameda County

> "
> The other vendors said we'd have to change our process to fit their software. OnBase was the only software that could fit to our processes and wouldn't change how we already worked.
>
> **Paul H. Alpaugh**
> Director, UC Disbursements, Pennsylvania Treasury Department

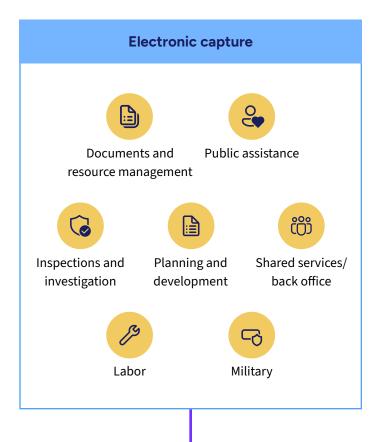|		**With Hyland, your organization can**
Public assistance	Facing increasing workloads, budget constraints and fewer resources, today's human services agencies need to do more with less to effectively deliver public assistance programs.	■ Reduce paper-based processes and manual data entry ■ Capture and store all data and content associated with a constituent's application and case ■ Manage files electronically for straight-through processing ■ Speed the decision-making process for eligibility determinations ■ Simplify and streamline constituent communications and correspondence
Public works and engineering	Effective design, building and upkeep of critical assets — such as highway, railroads and bridges — is key to safeguarding the public's safety and security while improving the quality of life for citizens.	■ Create electronic forms and workflows to simplify and automate any process that currently involves paper forms and approvals — including licenses and permits, inspections, plan reviews, asset management and more ■ Automate collection and review of data and content to support faster decisions ■ Empower field staff with remote access to information and e-forms for work orders and reports ■ Integrate with existing systems for a single repository to store documents and enable easy online access
Inspection and investigations	Inspections and investigations are mostly conducted in the field and away from the office. Outdated paper-based processes mean inspectors, public safety officers and law enforcement often fill out forms on site and then need to return to the office to manually enter the same information.	■ Give staff access to online forms in the field to improve responsiveness and efficiency ■ Eliminate duplicative manual data entry and free up personnel for more important work ■ Establish a complete electronic record and view of all documentation, notes and content surrounding a person or asset ■ Improve collaboration and reduce time to complete inspections and investigations with access and visibility to needed information ■ Ensure compliance with record retention requirements

Electronic capture

Documents and resource management

Public assistance

Inspections and investigation

Planning and development

Shared services/ back office

Labor

Military

Hyland content and process automation

- Intelligent content capture
- Connected content management
- AI-powered process automation
- Secure data governance
- Low-code case management
- Accessible constituent portals
- Cloud-native content storage
- Retention and records management

Hyland government at a glance

2,300+ government customers:
240 federal and 425 state agencies, 762 countries, 619 cities

1,000+ applications
integrated with Hyland solutions, including Cityworks, Esri, Workday, Oracle, SAP and others

30+ years
of experience

20+ years
of cloud experience

Extend the value of existing systems

Hyland's intelligent content solutions integrate with core systems like Cityworks, ESRI and Accela. With seamless integrations, you can eliminate time-consuming implementations and empower your employees with needed information that's delivered within their familiar core system interface. In addition, Hyland seamlessly integrates with leading enterprise systems like Workday, Oracle'sPeoplesoft, Salesforce and others.

Discover Hyland

Hyland's intelligent content solutions and integrations enable government agencies to streamline and accelerate processes so employees can make faster decisions and enhance service delivery. Our platforms enable flexible, configurable solutions designed to work across government use cases and tailored to your unique requirements. Hyland's industry experts can help you leverage best practices whether you are just embarking on a modernization journey or evolving your transformation efforts.

Hyland has provided content services solutions to government agencies and departments for 30 years and is a recognized leader by Forrester for content services platforms.

Is your organization ready to adapt quickly and effectively to a changing environment?

↗ Learn more about
   [Hyland's solutions for government](#).

About Hyland

Hyland uniquely empowers organizations with unified access to AI-enabled enterprise content and unstructured data across repositories, unlocking profound insights that fuel innovations – fundamentally redefining how they operate and engage with those they serve. The pioneer of the Content Innovation Cloud™ — a unified content, process and application intelligence platform — Hyland is trusted by thousands of organizations worldwide, including more than half of the Fortune 100.

HYLAND™