Why agencies are moving from legacy ECM to modern content services

Forging a future-proof infrastructure for resiliency, agility and efficiency

HYLAND™

Contents

Introduction

Even after spending years working with various content and document management systems, many government agencies still face the same challenges: Finding and managing the information they need in a way that is efficient and scalable. As systems and content types proliferate, the problem intensifies. Today's agencies may find themselves at a fork in the road, deciding which path will help them succeed in the digital-first future.

Should they stay on with their existing system? If not, where should they go next … and what should they look for?

This e-book covers a range of information critical for next-generation government, including:

- Why modern content services are crucial for digital transformation
- How content services, cloud infrastructure, intelligent automation and low-code application development benefit agencies
- Success stories from a range of government use cases
- Next steps for accelerating the value of modernization

Why it pays to break free from legacy content systems

To enhance mission delivery government agencies are seeking to be faster and more efficient while delivering a positive experience for constituents and the staff who serve them. To do this, agencies need modern technology that can help them respond quickly to change, improve resiliency and guard against security threats and compliance risks.

Many agencies still rely on legacy systems to manage their daily work, yet these systems often create information silos and limit the ability to deliver the "omnichannel" experience that citizens expect. By "omnichannel," we mean engaging with citizens when, where and how they prefer — whether it is through traditional methods such as mail or in-person visit or by digital avenues such as mobile, email or chatbot.

For years, agencies bridged that gap with legacy enterprise content management (ECM) systems and other legacy solutions. As time has gone by, however, it is increasingly clear that these systems can no longer support the demands of today's public and workforce.

Agencies need a modern content system that is up to the task.

Why it pays to break free from legacy content systems

Support an anywhere, anytime workforce

When agencies sent their employees home to work during the COVID-19 pandemic, they still had to keep public service processes running smoothly and efficiently. Staff needed to access, process and share important documents and information regardless of location.

This posed a significant challenge for the government because agencies work with protected and confidential information on a daily basis. Systems that trap data or content on-premises or require multiple steps and workarounds to access are not sustainable options for an efficient, secure future.

Drive efficiency in utilization management

To improve service delivery, agencies could benefit from obtaining the most complete view possible of their constituency. They also need to find ways to handle an ever-increasing avalanche of information and correspondence.

Legacy content tools stand in the way of compiling a comprehensive view of citizens or block solutions that can bolster efficiency — like automating complex correspondence processes. Without a content solution capable of supporting these goals, employee and citizen experience will suffer.

Improve citizen experience and engagement

Citizen engagement is a high priority for mission-focused agencies, but many agencies still rely on outdated practices for citizen service.

The right technology can help all levels of government boost efficiency. With access to important documentation when and where they need it, and by automating routine content-based tasks — for example, prioritizing and routing cases and prepopulating documentation — government employees can provide the seamless digital services citizens have come to expect.

How to move forward

In the dynamic, document-intensive public sector, a modern approach to content management is critical. Disconnected content systems trap data in silos and stand in the way of integrating a complete view of the citizens you serve. According to a Center for Digital Government survey, government respondents ranked increasing efficiencies and productivity as a top modernization priority, with 44.6% stating that their agencies require integration services to deliver digital services to their constituency.[1]

Moving from departmental and legacy systems to a modern content services platform has benefits that touch the top priorities of agencies today — from improving citizen and engagement and enhancing staff collaboration for increased efficiency and reduced costs.

Content services provide the foundation to centralize content across the systems that government departments use every day. It's the platform that agencies need to streamline and automate processes so that they can increase efficiency, manage costs, pivot to meet increased demand and gain organizational agility and resiliency.

Content services has evolved from ECM. With technological advances came better approaches for agencies to work with content and gain easy, flexible and secured access to more content types than ever before — without leaving the systems they use every day. Modern content services are designed to scale and remain effective even as the variety, velocity and volume of content continues to rise.

Connect legacy silos with content services

Today's content services platforms make documents available from within core business systems so staff no longer need to switch systems or manually search for relevant information. This capability alone has a dramatic impact on efficiency and can easily slash the time it takes to complete a process by half or more.

Content services help create the foundation that agencies need to support modern work models for staff and omnichannel experiences for citizens. Other benefits include improvements in efficiency, accuracy and operational performance as well as reduced security and compliance risk. Content services can also help agencies:

1 Gain a more complete view of citizens

The ability to access all citizen content related to a case provides a more complete view that empowers public sector employees to serve them more efficiently and effectively. Spending less time hunting down information from disparate locations frees up staff to spend more time on value-added activities that spark job satisfaction and engagement.

2 Automate highly complex and document-intensive processes

Content services are the foundation for automating any document-centric processes — from citizen-facing tasks like public assistance benefit enrollments and public records request management to internal administrative processes such as human resources and grants management.

3 Pivot when needed

Cloud-based content services enable a distributed workforce with secure access to the most current version of any document — from any place at any time — with the built-in service continuity and disaster recovery that agencies need to increase resiliency and respond to unexpected changes.
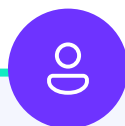
How content services benefits agencies

Gain efficiency and geographic agility

- Eliminate time-consuming and costly paper-based, manual processes
- Enable secure work from anywhere — in the office, in the field or remotely
- Access content from within core IT systems, including Cityworks, Esri, Workday, Oracle and SAP

Improve citizen satisfaction

- Establish a complete view of case documentation, notes and content surrounding a person or asset
- Easily create personalized communications on demand and at scale
- Accelerate better-informed responses, including through self-service portals

Deliver better, stronger solutions faster

- Gain flexibility and resiliency with cloud content services
- Transform processes with intelligent automation
- Rapidly roll out new solutions with low-code app development through self-service portals

Why agencies are moving from legacy ECM to modern content services
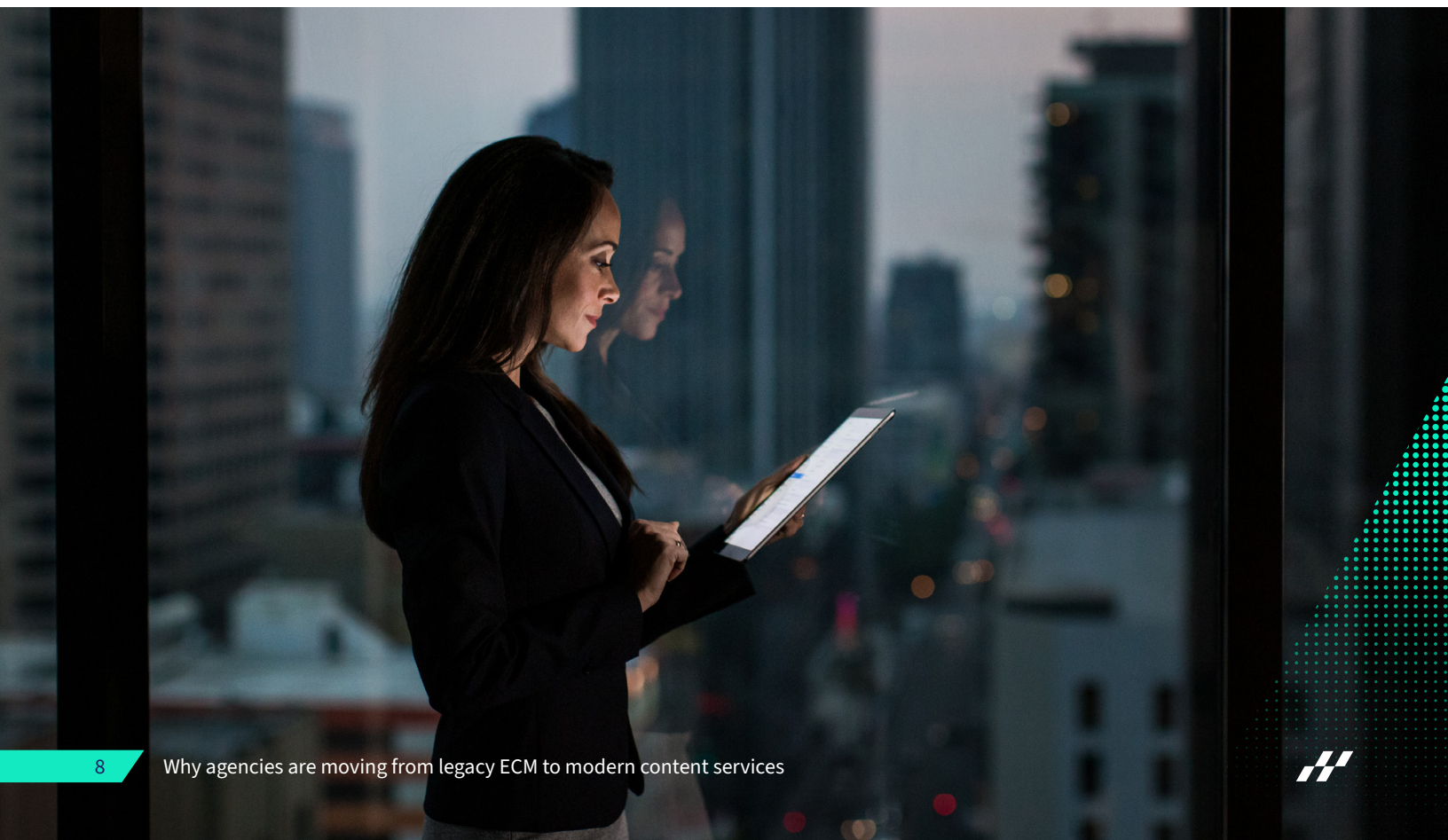
Future-proof the organization with content in the cloud

Enterprise content management is on a fast track to the cloud. While cloud projects had been in the works for years, there is little doubt that the pandemic accelerated cloud adoption. Agencies at all levels of government recognized that legacy systems were standing in the way of achieving cloud benefits.

The case for content in the cloud includes better preparation for times of disruption, increased agility, enhanced resiliency and disaster recovery. Other benefits include better support for staff and citizens as their needs and expectations evolve over time.

A cloud content services platform removes the resource drain of provisioning, maintaining and scaling on-site data centers. It also shifts the responsibility of ensuring application performance to teams of dedicated experts.

Moving content services platforms from on-premises enables government employees to take full advantage of cloud-based workflow solutions. Documents can be routed faster, workflows aren't blocked by siloed systems, and users can access data to inform their decisions and improve the overall performance of the agency.

Moving content services to the cloud can improve end-user productivity by at least 50% and the speed of delivering new apps by 75% — while providing proactive disaster recovery[2]

Why is the public sector looking to the cloud? In a CDG survey of state and local IT professionals[3], 41% stated modernizing legacy applications was the biggest benefit of moving to the cloud, while 38% cited modernizing legacy IT systems. Other benefits included lowering total operating costs and improving mission-critical service delivery.
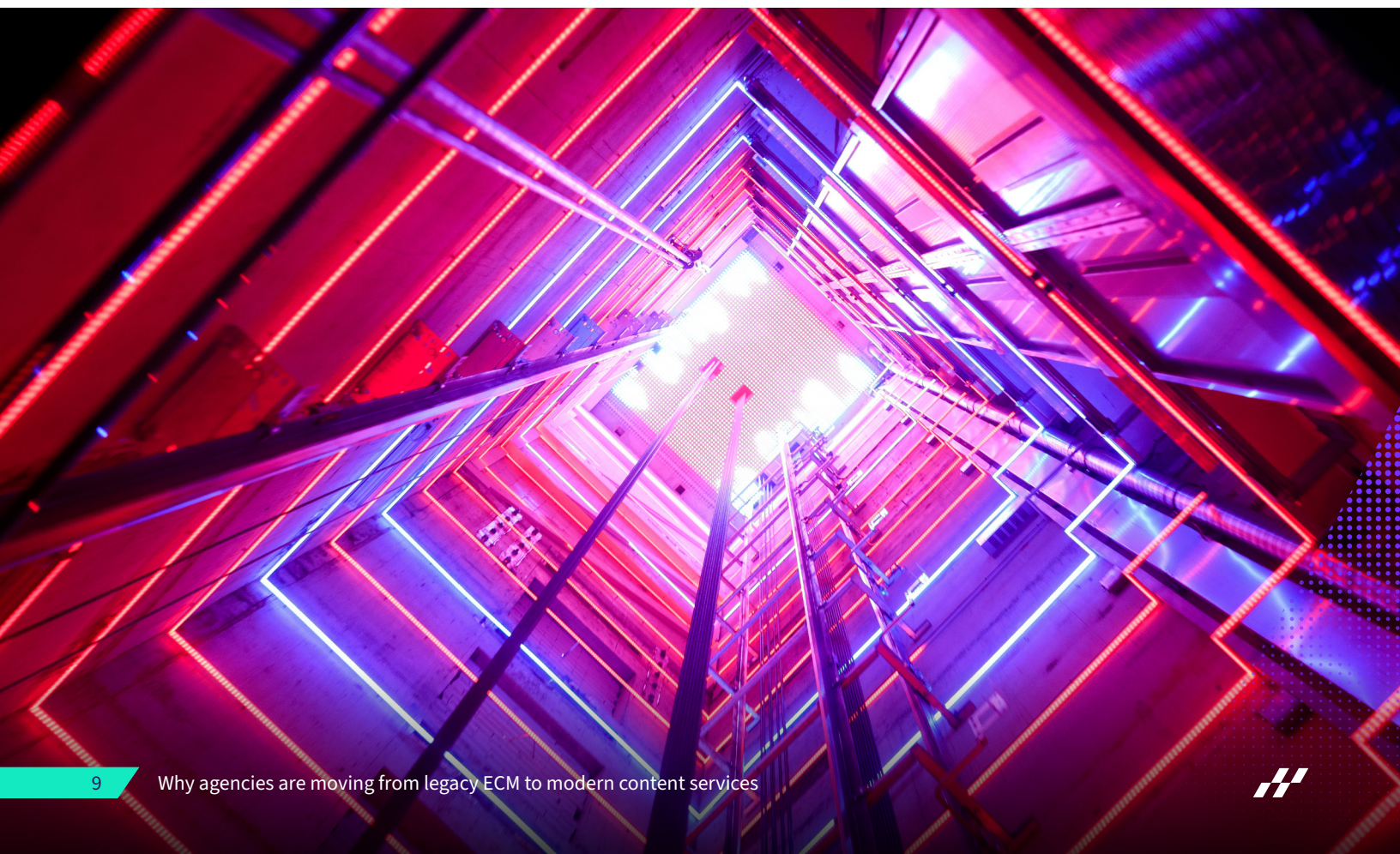
How cloud content services benefits agencies

Keep up to date and streamline compliance

- Minimize the need to worry about power requirements, space considerations, expensive computer hardware or software updates
- Ensure automatic updates, patches and fixes
- Inherit comprehensive compliance controls

Enhance resiliency

- Be prepared for the next stress test
- Strengthen responsiveness for improved service continuity
- Decrease the risks of disruption and data loss

Focus on your core work

- Offload the provisioning, maintenance and configuring of software to a team of experts
- Free up on-premises data center space
- Increase budget predictability with subscription-based software as a service (SaaS)

Intelligent automation: Improve everyone's experience

Intelligent automation has become a critical capability to help agencies reduce paper and storage costs, expedite processes and improve communication with citizens while freeing up staff for more value-added tasks.

Intelligent automation technologies include intelligent capture, business process automation and robotic process automation (RPA). Organizations can incorporate artificial intelligence (AI), including machine learning (ML) and content analytics, to enable intelligence that can take on complex tasks with minimal or no human intervention.

For example, imagine that a county resident is submitting a social services request form. Intelligent automation can extract information from the form, classify it, route the form to the manager with the right area of expertise and automate benefit communications with the citizen.

Because agencies process massive volumes of information within highly complex process, the gains are enormous. When staff spend less time on error-prone, frustrating manual processes, they are free to spend more time on tasks that contribute to quality citizen service and mission delivery.
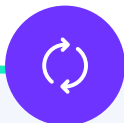
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Automation technologies can **free up 1.3 billion hours** across government agencies.

Deloitte[4]

How intelligent automation benefits agencies

Automate transaction-intensive processes

- Expedite case distribution and prioritization
- Increase process visibility across the organization
- Accelerate response time

Reduce reliance on paper

- Reduce time-consuming and costly paperbased processes
- Save printing and storage costs
- Improve data accuracy with less human intervention

Get a massive efficiency boost with RPA

- Offload high-volume, repetitive transactions to bots
- Improve staff morale and reduce churn: Happier staff equals happier citizens
- Scale easily and grow without adding resources

Deliver more with less:
Low-code development

Low-code software is getting well-deserved hype. With minimal training, nonprogrammers can quickly come up to speed and create new custom applications and solutions with fast turnaround to better serve citizens and drive workflow efficiency.

A Frost & Sullivan survey of IT leaders concluded that "organizations expect to see the greatest benefit when low-code development capabilities are built into a content management process automation platform."[5]
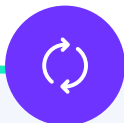
Organizations using low-code development gain a significant speed advantage. The same survey reported that organizations using low code could develop and deliver apps in half the time taken by traditional coding. Further, it reported that 71% of organizations using low code were satisfied with the speed of development versus only 45% of those using traditional methods.

With nonprogrammers able to create new applications, developers can take advantage of prebuilt building blocks and focus on more sophisticated functionality that requires their expertise.

A low-code content services approach lets you meet the needs of employees and constituents while laying a first-class technology foundation.
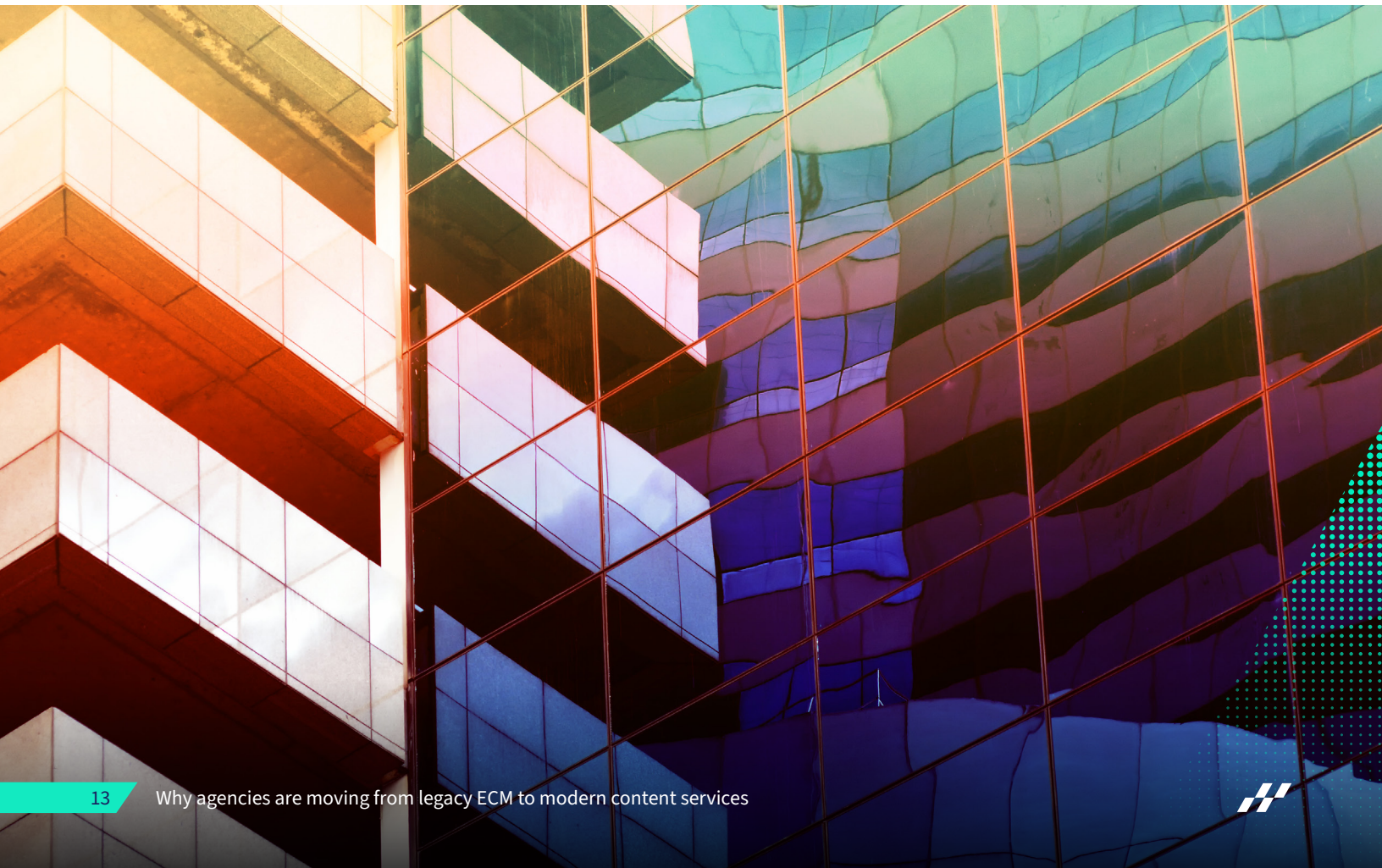
How low-code development benefits agencies

Enhance digital agility

- Rapidly deploy solutions — often in half the time
- Increased effectiveness of applications
- Reduce reliance on already overburdened IT staff

Enable connected, collaborative public service

- Integrate content across core systems
- Improve interoperability and fill skill gaps
- Create digital workflows without custom coding

Enable staffing benefits

- Widen the hiring pool: Nonprogrammers can join the team
- Decrease training time
- Let developers focus on work that requires their expertise

How agencies succeed with Hyland

The opportunities to increase efficiency with a modern content services platform, cloud infrastructure, intelligent automation and a low-code application approach are numerous. So are the resulting benefits, which range from a better employee and citizen experience to improved cost efficiency.

Hear from some Hyland customers:

> One of the biggest advantages of Hyland's OnBase platform was that it offered all of the functionality we needed and yet was very easy for our employees to use.

Theresa Gonyo
Director of Data Services, Virginia DMV

State treasury saves **$30 million annually** by transforming paper-based processes and improving efficiency.

↗ **Pennsylvania Treasury Department**

County administration **saves $400,000 by replacing legacy ECM** with Hyland's OnBase.

↗ **Washentaw County, Michigan**

State department delivers personalized constituent communication and **improves user satisfaction** with scalable solution.

↗ **Montana Department of Labor and Industry**

Modernization is a must

No organization can swap out a large enterprise content management system overnight, but the clock is ticking. Automation is following on the heels of digitization as a crucial imperative for agencies looking to modernize operations and accelerate mission delivery.

Modern content services are reshaping the future for government. These platforms allow agencies to take full advantage of the anytime, anywhere access of the cloud and integrate seamlessly with their department's core systems to dramatically improve efficiency, employee satisfaction and citizen engagement.

With a next-generation content platform, agencies gain the foundation they need to respond to today's demands while reshaping their future, with benefits that reach across the entire enterprise.

↗ Explore **Hyland's government solutions**.

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Sources

1 Center for Digital Government, *Future of Work Survey*, September 2022.
2 Forrester Consulting, *The Total Economic Impact of Content Services in the Hyland Cloud*, November 2020.
3 Center for Digital Government, G*aining Steam: Cloud Platform Adoption and Emerging Technologies,* 2019.
4 Deloitte, *Government Trends 2020*, 2020.
5 Frost & Sullivan, *Your Business Shortcut to Digital Transformation*, 2020.

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