

# 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 modern content services platforms that increase efficiency, reduce risk, lower costs and improve employee and constituent satisfaction.

**“Ultimately, the ability of government systems and public authorities to adapt will determine their survival.”**

**Klaus Schwab**

Founder and Executive Chairman, World Economic Forum

#### **You need to:**

- ✓ 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
- ✓ Modernize legacy systems for agile, flexible service delivery

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 content management goals with Hyland's Alfresco, OnBase or Perceptive Content platform.

We know that the value of your content comes not from storing it but from using it to deliver on your mission. We work tirelessly to create transformative process and content management solutions that will help you drive greater efficiencies and effectiveness in the digital age of government.

The Hyland logo is displayed within a square that has a green-to-blue gradient. The word "Hyland" is written in a white, serif font with a trademark symbol (TM) to the upper right of the letter 'd'.

Hyland™

“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



### 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.

**With Hyland, your organization can:**

- 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.

**With Hyland, your organization can:**

- 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



### INSPECTIONS 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.

**With Hyland, your organization can:**

- 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



Document and records management



Inspections and investigations



Planning and development



Military



Labor



Public assistance



Shared services and back office



### HYLAND CONTENT AND PROCESS AUTOMATION

- » Intelligent capture
- » Content management
- » Process automation
- » Collaboration
- » Customer communication management
- » Case management
- » Reporting and analytics
- » Federated search
- » Retention and records management

### HYLAND GOVERNMENT AT A GLANCE

- 2,300+ government customers: 240 federal and 425 state agencies, 762 counties, 619 cities
- 1,000+ applications integrated with Hyland solutions, including Cityworks, Esri, Workday, Oracle, SAP and others
- 29+ years of experience
- 16+ years cloud experience

“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

### EXTEND THE VALUE OF EXISTING SYSTEMS

Hyland’s content services 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’s Peoplesoft, Salesforce and others.

### DISCOVER HYLAND

Hyland’s modern content services platforms 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 almost 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 at [Hyland.com/Government](https://www.hyland.com/Government)



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