



Automating State Government

The Benefits of Modernizing Your Agency with OnBase

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Your Agency's Digital Transformation Journey

State government IT workers everywhere long for the days when they can implement the solutions that will help them modernize their processes and boost productivity, once and for all.

If the challenges you face seem daunting at times, have no fear! Digital transformation is one of the most empowering things your agency could ever do. That's because, with the right content services platform, you can address your most pressing needs now, while putting the tools in place that will allow you to deliver consistently strong results – project after project, year after year.

In this eBook, we'll look at a few things you can do to achieve lasting success, and avoid common pitfalls along the way.

What is a Content Services Platform?

OnBase, Hyland's flagship product, is a single enterprise information platform designed to manage your content, processes, and cases.

OnBase centralizes your important business content in one secure location, and then delivers relevant information to you when you need it, wherever you are. This helps increase productivity, deliver excellent customer service and reduce risk across your entire enterprise. When it comes to state government, we highly recommend Gartner Magic Quadrant leader OnBase, so for the purpose of this eBook, we'll be discussing OnBase-specific solutions.

The Pain of Paper-Based Processes

How do you know if your agency could benefit from a low-code content services platform like OnBase? Here are a few tell-tale signs that you need a new – and more automated – approach to content management:

- Your case information is scattered across multiple systems and sources.
- Your processes involve duplicate data entry, which leads to errors.
- Staff cannot keep up with the volume of paperwork to be processed.
- Staff become frustrated because they cannot find the records or files they need when they need them.
- Bottlenecks appear in your workflows.
- Constituents complain about slow response and/or processing times.
- Compliance and audit requirements are burdensome and often fall by the wayside.
- You're running out of physical storage room for your paper records or paying too much to store it offsite.
- Your disaster recovery plan is lacking or non-existent.
- Your security protocols need strengthening.

If you checked any of the boxes above, you're an ideal candidate for a content services platform like OnBase.

It's important to choose a partner who strives to understand your specific needs – in order to create a specific solution for you and your team.

Why Modernize Your Agency?

The benefits of centralizing your agency's content and automating its processes will vary, depending on your day-to-day needs and your greatest information obstacles. However, there are a few clear-cut advantages you can expect to enjoy, regardless of your department or area of public service. By leveraging a single content services platform, you can:

- ✓ Improve access to data and documents.
- ✓ Automate processes and eliminate data entry errors.
- ✓ Process higher volumes of documents more quickly.
- ✓ Realign personnel to focus on knowledge-based work.
- ✓ Reduce paperwork storage.
- ✓ Build and deploy content-enabled apps.
- ✓ Enhance compliance and security.
- ✓ Expedite turnaround times.
- ✓ Improve the constituent experience.
- ✓ Provide overall better constituent service.

“What once took hours now takes 30 to 40 minutes. Our solution has cut the total loan processing time in half.”

– Mark Phipps, Director of Information Technology at SC State Housing Authority

What Exactly Is OnBase?

Designed and developed by Hyland Software, OnBase is a single enterprise information platform that helps you manage your agency's content, cases, and processes more effectively. Its modular design empowers you to create content-enabled productivity solutions that are as unique as your agency, but the platform itself delivers six core capabilities:

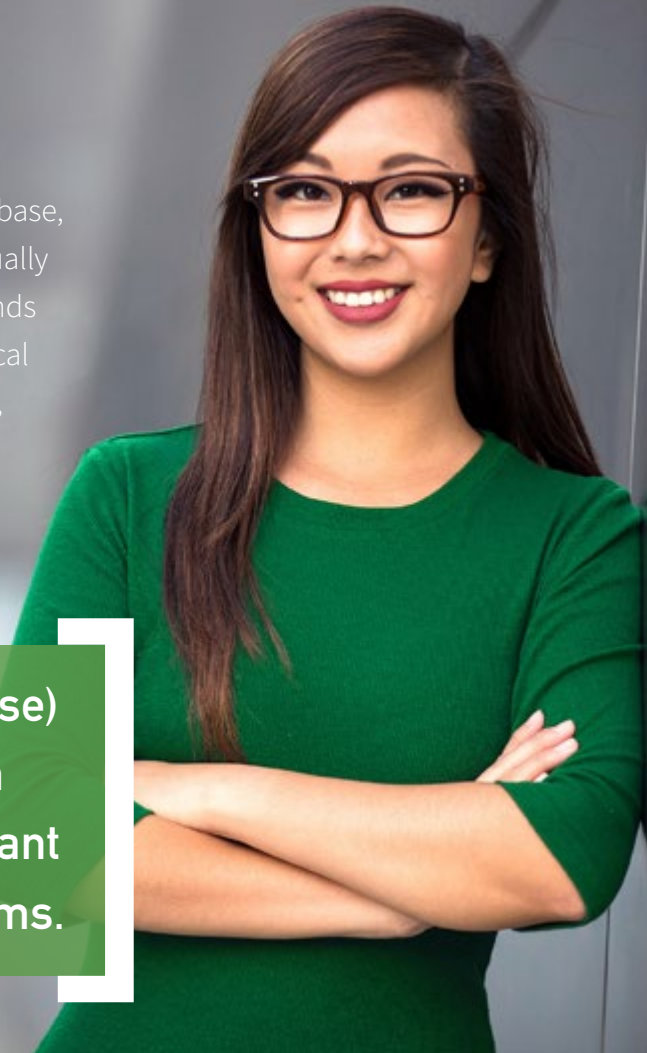
1. Capture documents and data.
2. Manage information in one system.
3. Access content from anywhere.
4. Integrate OnBase with your other applications.
5. Measure process and system performance.
6. Store, protect, and destroy content.

OnBase[™]
by Hyland

A Solution That Grows and Evolves with You

The OnBase product suite is built on a single database, code base and content repository, and it's continually updated so you can stay current with industry trends and take advantage of ever-improving technological innovations. And with only one system to support, maintain and upgrade, you'll maximize your investment, while minimizing IT sprawl.

Hyland (the creator of OnBase) was named a "Leader" in Gartner's 2018 Magic Quadrant for Content Services Platforms.



7 Reasons to Leverage OnBase at Your Agency

- 1 Scalability**

OnBase breaks down information silos and is configurable across multiple solutions, departments, business units and locations, so you can scale as needed to meet changing business demands.
- 2 Security**

With native encryption and granular security settings down to the document, keyword and user level, OnBase ensures only the people who need and should see content in OnBase have access.
- 3 Mobility**

OnBase makes it easy to extend functionality to smartphones and tablets, providing your employees and/or constituents with access to important information anytime, anywhere.
- 4 Reliability**

OnBase ensures that the upgrade path will never be severed. As a result, you can enjoy future enhancements without worrying about the integrity of the product being compromised.
- 5 Innovation**

Hyland averages more than 2,000 enhancements with each major OnBase release. It's no wonder Gartner consistently recognizes Hyland as a Magic Quadrant Leader.
- 6 Low Total Cost of Ownership**

Because OnBase makes efficient use of hardware and is highly configurable, it's easy to install, configure, manage, integrate and upgrade the software which yields significant cost savings over time.
- 7 Government Expertise**

With more than 2,300 government customers to date, Hyland has a long track record of helping government agencies at all levels meet the challenges of modernization.



How to Achieve Success – and Sustain It

It's not enough to go paperless. To bring about real and lasting change at your agency, you'll need to put yourself in a position to achieve success – and sustain it over the long haul. To that end, here are several things you should consider when evaluating different types of content services platforms.

No Custom Code

Solutions that rely on custom code not only make it difficult to estimate project timelines (and completion dates) but also inflate your costs, jeopardize stability when it comes to future updates, and make implementing functionality enhancements especially difficult. OnBase requires zero custom coding, so you're always in control.

Easy Integrations

Like custom code, integration code can bust your budget or delay project completion. Furthermore, a poor integration – or a complete lack of integration with a mission-critical system – can hinder your staff, increase the amount of training needed and even create duplicate data entry. With OnBase, you can connect endpoints from various applications, all with enterprise-grade connectivity and security.

Case Management Capabilities

In the public sector, there's always a variety of programs, processes and data collection tasks to manage. A low-code case management platform, especially one with Rapid Application Development and workflow automation tools, empowers you to support the ever-evolving demands of various programs, funding types, funding agencies, rules, regulations and other requirements.

Rapid Application Development

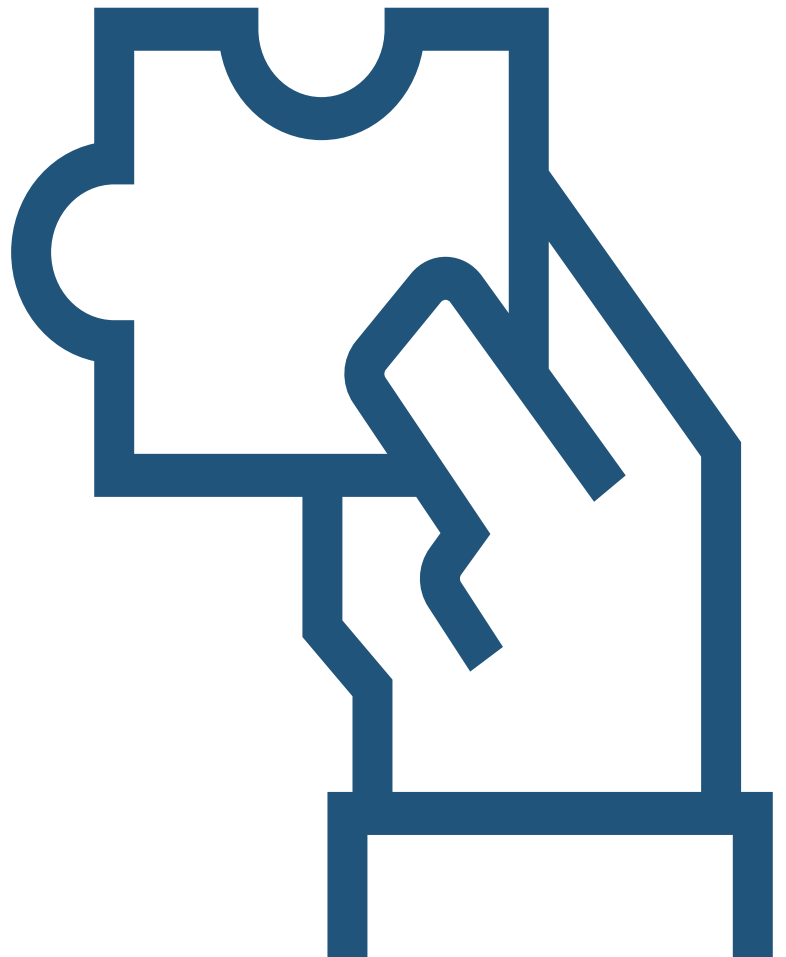
Perhaps no other tool can be more powerful in your digital transformation than Rapid Application Development. That's because, as your agency grows and evolves, you'll need to add applications to continue to streamline processes and drive better business outcomes. OnBase allows you to configure content-enabled applications and deploy them quickly, and you don't even need to be a developer to do it.

Consistent Updates and Upgrades

Hyland is committed to ensuring that OnBase remains strong, stable and state-of-the-art. In addition to keeping an eye on industry trends, the company is constantly developing new capabilities. By working with a vendor so committed to consistent and innovative updates and upgrades, you can delay – or completely avoid – having to replace systems due to lackluster functionality and support.

A Proven Partner

It's important to pick a partner who understands your business goals and can help you see the entire Intelligent Automation picture. We have been helping government agencies of all sizes transform the way they do business for more than 20 years, and we can apply proven strategies to help you reduce costs and improve productivity, modernizing your operations in the process.





How We Help State Agencies

Here's a quick summary of how we helped one of our state agency customers transform their processes and achieve improved productivity on multiple fronts.

Challenges:

- It had become extremely difficult and cumbersome for them to manage the IT budget for various agencies.
- The IT team needed a better way to track inventory and personnel across the entire organization.
- Their existing budgeting processes relied on emailing spreadsheets and lacked the appropriate security measures.
- They struggled to find a solution that didn't require custom development.

Solutions:

- We created a workflow solution that allows them to manage the IT budget for each agency.
- The solution improves access, collaboration and visibility, allowing agencies to access the information they need easily and the IT team to see who is working on what at any given time.
- The solution includes Workflow for process automation, Workview for case management and ShareBase for file syncing and sharing, as well as capture, storage and reporting capabilities.
- By using OnBase, they can leverage an organization-wide platform, and it's all secure.

Key Results and Benefits:

- The solution allows them to manage their entire IT budgeting process in a single place now.
- Workflow allows them to automate key processes, such as sending messages for approvals and routing everything in the correct order.
- Workview gives them a 360-degree view of all case information.
- ShareBase ensures secure file syncing and sharing.
- Scanning and storing documents is a breeze now, and it's all centralized.
- User-friendly dashboards allow them to create their own reports quickly and easily.
- With training, the staff has become empowered to create their own solutions.

Additional Use Cases

Process Automation

One of our Health and Human Services customers was capturing various types of documents and forms as part of their benefits determinations. When they first engaged our team, they were receiving all documentation by mail at a single location, opening it and sending it to case workers who manually entered the information into OnBase.

We helped them transition from paper to electronic processes by implementing a number of process automation solutions, including Workflow, enhanced document management search capabilities, API integrations, reporting dashboards and fax integration. We also implemented Workview, providing them with a new database with higher security and replicating what they were doing with their paper files in an electronic format. Now, when they identify something that appears to be fraudulent, a case is opened automatically, and someone is assigned to investigate it. The entire process is now managed within OnBase, including appeals.

Document Capture and Storage

With more than 30,000 files stored as paper records in file cabinets, one state-supported school's library needed our help in creating digital copies of these records. In addition to converting their backfiles and storing them in OnBase, we implemented a solution that allows them to scan and store documents in OnBase moving forward so they no longer need to store paper records. As a result, it's easier to search and retrieve the information they need – whenever they need it.

File Conversion

One state agency was feeling the weight of paper document storage – literally. Their storage containers and shelves were on the verge of breaking when we began converting all of their paper documents to electronic files. We partnered with an imaging company for the scanning portion of the project, centralized their documents in OnBase and automated several of their HR processes along the way. They now use OnBase for scanning, document management and retrieval, as well as Workflow for process automation.

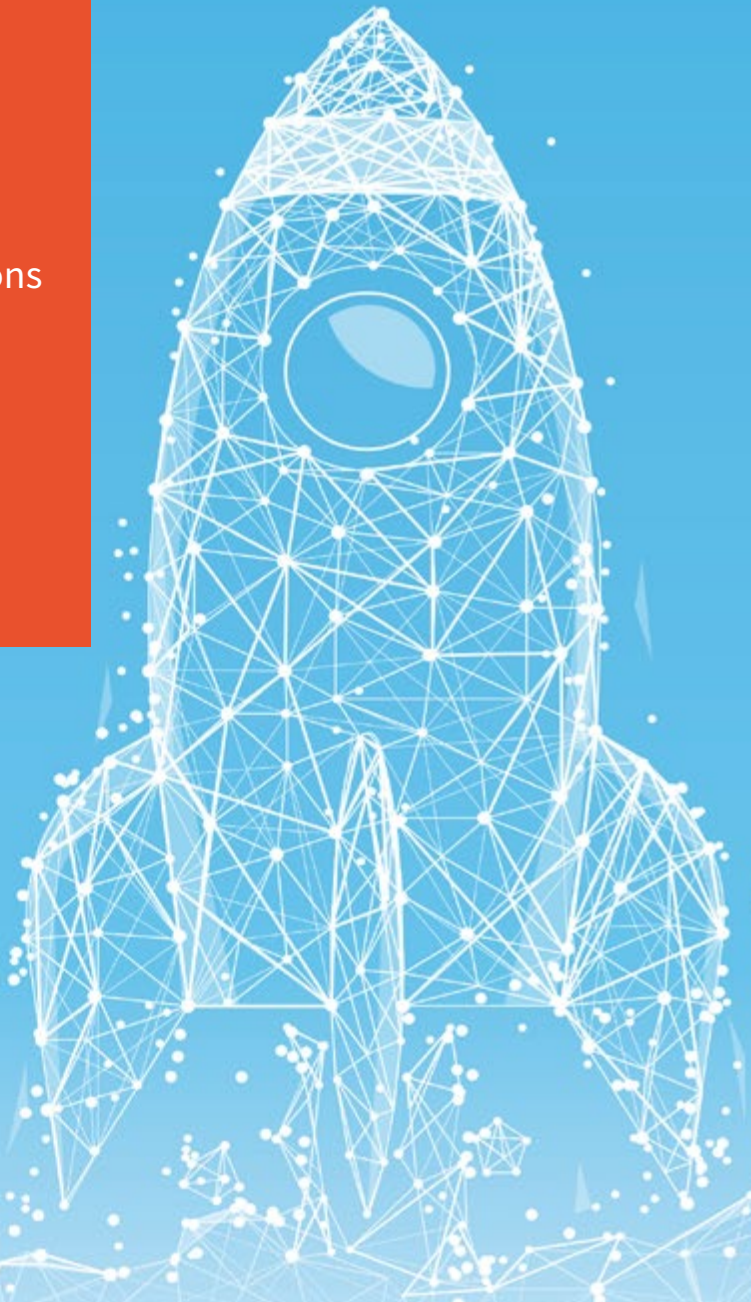
Ready for Next Steps? We're Ready to Help.

When you decide to move your agency forward in its digital transformation, it will help to have a proven partner who has your back, no matter what. Not only can we help you navigate the complexities of a large public sector IT effort, we can ensure you have the technologies, tools and training you need to sustain your success for the long run.

To start the conversation, call 864-342-0500.

Why KeyMark?

- Decades of government experience
- A suite of Intelligent Automation solutions
- Hyland Platinum Partner
- Award-winning Diamond Support
- Proven strategies for state agencies
- Expertise in process automation



About KeyMark

KeyMark is a leading provider of intelligent automation solutions focused on enabling better business outcomes through capture (OCR), workflow (ECM), case management (DCM) and robotic process automation (RPA) solutions, artificial intelligence, and machine learning technology. KeyMark helps clients leverage technology, such as artificial intelligence and machine learning, to maximize productivity and decrease manual labor in industries such as: financial services, healthcare, insurance, manufacturing, distribution, utilities, logistics and the public sector.

Together, KeyMark, Blue Prism, OnBase by Hyland and Kofax help organizations to scale effectively and achieve operational agility by deploying a digital workforce that maximizes productivity and minimizes manual work. As a value-added reseller of today's leading intelligent automation solutions, KeyMark is one of a select few organizations worldwide to represent such a comprehensive list of automation capabilities with years of proven experience and award-winning Extended Support. Additionally, KeyMark is the creator of Forms InMotion, an innovative software-as-a-service solution for forms automation.



For more information, email sales@KeyMarkInc.com or call 864-343-0500.

