

**OnBase**  
a Hyland Software solution



**to make a difference in government.**



They say what goes up must come down. The challenge is yours to help pick up the pieces when it does.

Financial structures and long standing industries may waver, but government must stand strong to serve the people. Governments must serve more people than ever before with less – less staff, less money, less resources.

It's time to let OnBase help lighten the load.

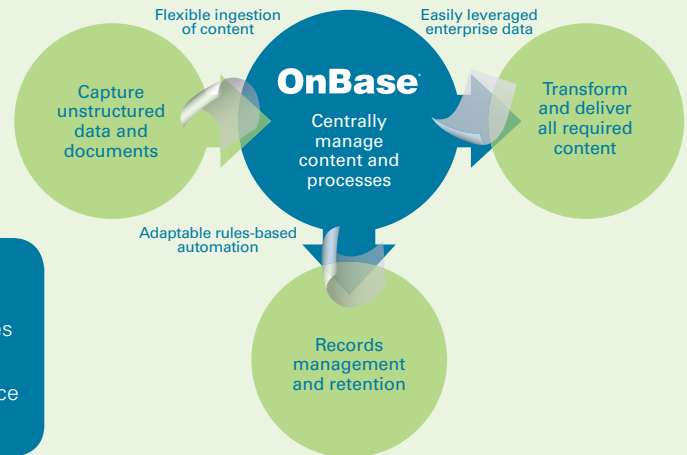
OnBase takes the most time-consuming, paper-based tasks of government service and makes them easier. From optimizing intake paperwork to automating permitting processes, to providing secure constituent self-service, OnBase saves hundreds of hours of busy work every week. Staff no longer have to provide the same information to multiple systems, files or people. They can access all documents from one central location, instead of from various agencies, state systems and records rooms.

Without replacing existing systems, OnBase gives old technology new life. It bridges the gap between those systems and the transparency requirements of today. It also helps protect institutional knowledge, and prepare for the near future when 50 percent of staff is due to retire.

Better processes mean better constituent service.

## It's time to make a difference.

Processes are the epicenter of government work. Technology is the process enabler for more effective and efficient delivery of constituent services. OnBase optimizes the full continuum of government service cycles, from intake and process automation to the delivery of self-service access and automated records management.



## Put Public Works in the fast lane

When a water main breaks in the middle of downtown, nothing else matters except fixing the geyser – immediately. But after the drama subsides, the questions come from all directions. Why did this happen? What do we do to prevent this in the future?

How well and quickly you respond is the difference between public trust and public scrutiny. By integrating with your existing GIS system, OnBase ensures your staff doesn't need days or even hours to find the answers people need. It takes only minutes.

Within their familiar GIS or asset management system, staff can instantly pull up not only the asset data, but also every bit of documentation that exists. From safety and maintenance forms to engineering CAD drawings to planning committee minutes, OnBase puts documents into the hands of those who need them.

And OnBase keeps approvals and projects moving. Critical paperwork doesn't stall on someone's desk. No more looking through drawers and drawers of file cabinets for the most recent blueprint or work order. Documents are available right from the Web, at a moment's notice.

Eliminating the paper shuffle means more time for public service.

- Lower costs with better collaboration and shorter project cycles
- Reduce risk with better project visibility
- Extend the value and useful life of asset management systems

## From arrest to parole, connect documents and processes for better service

If you were to ask a roomful of police officers what their biggest challenge is, what do you think the answer would be? Too many career criminals working the system? Or too many forms to fill out and maintain?

What do you think a prosecutor or public defender's answer would be? Overwhelming case loads? Or insufficient access to information?

The answer is all of the above. And paper is the culprit throughout the justice continuum.

But there is a solution. OnBase first enables officers to fill in an incident report and have it automatically update both the RMS and case management systems. Then, right from a secure Web page, any prosecutor, judge or public defender can easily pull a case file from any county agency, exactly when they need it.

Release the paperwork shackles from your best and brightest. Give them the information they need at a moment's notice and let them focus on what they do best. Getting the bad guys.

- Ensure judges, prosecutors and officers have the totality of information to make the best decisions
- Eliminate RMS backlogs and missing or damaged reports
- Support the full lifecycle of documents from intake to RMS import
- Reduce court costs and docket backlogs





## Health and Human Services: serve more with less

Every day when you see the news, you can sense the rising pressure. For every story about a company eliminating jobs, or the rates of unemployment rising, you know what it means. Social service agencies to the rescue. The need is growing fast, but budgets and staff are shrinking faster.

Finally, there's help for you, too.

With OnBase, intake is easier because staff have better information at the start. Staff are armed with both the client's history and basic needs even before that initial meeting. Which means better outcomes long-term.

But we know it's not just about helping your clients – it's about doing it cost effectively and in a way that can be sustained. OnBase integrates with your existing systems, so it won't break the bank.

- Ensure the best decisions are made, despite fewer staff
- Automatically update state systems upon intake form completion
- Provide self-service constituent access to forms to ease staff burdens and reduce client wait times
- Provide services and placements faster

## Meet transparency requirements with ease

Your constituents are demanding clear reporting and spend accountability. Your federal government is mandating it, and your employees are tasked with complying. But with critical data spread among many legacy systems that don't communicate, this means hours and hours of manual work. Staff barely have enough hours in the day to get basic paperwork processed, let alone time to gather reports across systems.

Your legacy systems aren't going anywhere. So isn't it time to lift the curtain off of the mainframe?

OnBase integrates with existing systems and provides the agility to meet these requirements easier and faster. By connecting supporting documents right to the data they support, OnBase saves time. No more duplicate data entry or hours spent looking for and re-filing paperwork. By connecting legacy systems with automated approvals processes, OnBase provides audit trail accountability and real-time reporting.

Decision-makers have the best information the moment it is needed. And constituents have confidence that tax dollars are put to good use.

You worked hard to get the proper checks and balances in place. We can help you make them transparent.

- Automate approvals to shorten cycle times and eliminate fines
- Respond to audit requests and legal concerns with confidence
- Speed up routine processes with many stakeholders, like meeting agendas, to get projects up and running faster
- Gain transparency without replacing systems or adding staff

## Increase your ERP's value by removing the wall of paper slowing it down

Your ERP connects operations data and processes across the enterprise to provide better control. But if the documents that support ERP transactions lag behind the data by days or even a week, how much value does that control have? Let OnBase link all procurement, human resources and finance and administration documents to their ERP transactions and really feel the power of your ERP.

OnBase captures all documents as soon as they are received – at any agency across the government enterprise – and they are immediately available from ERP screens for processing. No more project delays waiting for paperwork to arrive. Automatic audit trails and retention schedules increase the transparency and compliance required by today's federal government, without burdening staff.

Faster cycles. Better discounts. Reduced waste. Less risk.

Take advantage of the best your systems can provide. Your ERP manages the data and OnBase manages the documents.

It all adds up to a better bottom line.

- Optimize cash flow and working capital
- Eliminate paper-based procurement costs
- ERP-certified solutions easily support the growing needs of a joined-up government



## Making a difference to constituents

We've been in the trenches. We know the battles you face every day. Our experts have helped governments like yours eliminate slow, expensive processes for years. More than 800 government customers use OnBase to help them solve one problem at a time – across the government continuum – and improve constituent service.

Because it integrates with virtually any system, and has flexible methods of deployment including SaaS, OnBase enables governments to maximize data that already exists. Regardless of which agency or department captured it. Less paperwork means fewer bottlenecks and better transparency. And more time to focus on the things that really matter.

Change doesn't have to happen all at once. You can make a difference to those you serve by implementing OnBase in one department or agency at a time.

Your constituents are demanding change from their government and you can't wait any longer.

It's time to make a difference.

## Hear what our customers are saying.

"The definition of genius. Making something complex simple. OnBase Solutions are GENIUS in how they use ECM technologies to make our seemingly complex processes, simple solutions for our users."

- Marina Neumaier, Assistant Finance Director  
City of Novi

"By automating the process with OnBase, we realized our return on investment in about eight hours. We are saving \$8 million every quarter, \$32 million every year."

- JT Noll, Chief of Systems Operations  
State of PA

"OnBase has enabled a higher level of communication and has taken document sharing and availability to a new level. Documents scanned by the Clerk of Courts or Magistrates departments can now be viewed by the Solicitors Office."

- Tim Oliver, Assistant Director of IT/GIS  
Horry County

"We have centralized AP processes in 74 state agencies with SAP and OnBase. With this infrastructure in place, agencies have the freedom and flexibility to expand into other areas of imaging at a very low cost."

- Glenn Vose, IT Manager  
South Carolina Budget and Control Board  
State of SC

"Sometimes challenges bring opportunities, and this was one of those times...we couldn't keep up with the paper, couldn't increase staff. With OnBase, we use our resources more wisely."

- Sharon A. Santilli, Esquire, Associate Director  
Rhode Island Department of Human Services, OCSS

**time to make a difference.**

Increase constituent service and transparency into processes and spending.

Reduce, even eliminate, wasteful, redundant tasks. Now you can spend more time on servicing constituents. That's effective document and process management.

That's the OnBase difference.

Learn more at [OnBase.com/Government](http://OnBase.com/Government)

**OnBase**<sup>®</sup>  
*a Hyland Software solution*