



OpenText ECM Suite for eGovernment

Simple and Powerful with Real Business Results:

Reduce costs by eliminating manual, paper-based processes.

Rapidly deploy new turnkey applications with minimal effort.

Improve constituent satisfaction with government by responding much faster to information requests.

Reduce legal risk by managing information in accordance with privacy requirements while increasing transparency at all levels of government.

Next-generation paperless government is becoming a reality across some of the nation's largest counties. OpenText has created a revolutionary new solution that can benefit all levels of government—connecting agencies to each other and to citizens efficiently and securely.

Value and benefits:

- Reduce costs
- Build a single information management system
- Rapid deployment and tangible ROI
- Minimize up-front investment via an optional cloud-based model

Tough times call for new approaches

Anyone working in government understands that we're facing a new, long-term mandate: do more with less. Budget cuts have reduced personnel, but if anything, the amount of work has increased as citizens look to their government for additional help during difficult times. The public also expects greater efficiency and responsiveness from government based on their experience in the private sector. People now expect 24/7 online access to information.

Dependence on paper and outdated processes also limits visibility and control at the executive level, making it more difficult to identify areas of improvement. Inefficient management of information also creates unnecessary cost and risk—higher costs to store and secure information and a greater risk of not meeting privacy requirements and legal compliance.

Next-generation "paperless government" is now here

Next-generation paperless government is becoming a reality across some of the largest state and local governments in the United States. One of the largest counties in the US, with more than two million constituents, partnered with OpenText to help deliver on its vision for a single information management system to enable individual agencies to convert siloed, electronic, and paper-based processes to highly integrated online systems service in a holistic, easy-to-use interface. To achieve this result, OpenText worked with the county to create a revolutionary new solution that benefits all levels of government, connecting agencies with each other, and facilitating efficient and secure communication and services to citizens.

That solution, built for the county, was the inspiration for a new OpenText product offering: OpenText ECM Suite for eGovernment, a simple, powerful, sophisticated solution that provides greater efficiency, responsiveness, transparency, and compliance while lowering the cost of doing government business.



Paperless eGovernment

- ✓ Intranet Web 2.0 Social Workplace
- ✓ Asset Management
- ✓ Digital Mail Room
- ✓ Case Management
- ✓ Contract Management
- ✓ Procurement Processes
- ✓ Permitting and Licensing
- ✓ Automated Service Requests
- ✓ eLearning

OpenText ECM Suite for eGovernment connects agencies and departments through a single, highly integrated online system.

Enjoy the benefits of eGovernment

OpenText ECM Suite for eGovernment integrates core operational areas to improve efficiency and service delivery. It delivers the following business results:

- **Cost reduction with greater efficiency:** With OpenText ECM Suite for eGovernment, you have a single information infrastructure that links all departments and agencies, allowing them to share and process information much more efficiently. Pre-configured applications allow each agency or department to quickly convert paper-based processes to online processes with minimal effort.
- **Rapid ROI:** OpenText offers significant potential savings to the enterprise government with single-platform licensing and support costs and lower hardware costs to support a comprehensive enterprise processing platform. A cloud computing option offers an even lower upfront investment with minimal administration and maintenance.
- **Engaging interface:** Usability was a key focus in creating the OpenText ECM Suite for eGovernment solution. Designed for role-based productivity, it boasts an extremely easy-to-use interface, includes tools employees want (like personal profiles, chat, and mobile access), and dramatically reduces training and learning costs.
- **Compliance and transparency:** OpenText reduces risk for your agency in two ways: by enabling greater compliance with privacy requirements and other legal mandates regarding how information is managed; and by providing greater transparency with regard to processes and operations. Our industry-leading records management and security capabilities are key.
- **Greater responsiveness:** By giving constituents, government employees, and appointed officials better access to information, the OpenText solution improves accountability. Employees respond to citizen requests much faster. An online kiosk gives citizens secure access to vital records, licensing, registration, and information.

Pre-configured applications maximize efficiency, minimize costs

To minimize your upfront investment and deployment effort, OpenText ECM Suite for eGovernment includes a number of pre-configured, turnkey applications that map to typical agency processes and that can be quickly tailored to your specific requirements:

- **Service request:** Empower citizens to submit requests online, track the status of requests, and get notification when they're completed.
- **Case management:** Manage billing, charge backs, reporting, litigation holds, and notifications, all from a single interface.
- **eProcurement:** Purchase goods and services with a few simple clicks, including automated approval and budgeting processes.
- **Contract management:** Track contracts automatically to reduce manual processes, ensure obligations are met, and eliminate erroneous payments and overcharges.
- **Digital mailroom:** Capture information as it's received, store it in a central repository, and incorporate it into systems such as accounts payable.
- **Online voter registration:** Allow constituents to fill out an online form and, if required by state law, print, sign, and send it to the local elections office.
- **eLearning:** Provide government employees with instant, online training while eliminating travel time and expenses.
- **Asset management:** Keep track of all assets purchased by your agency or department to prevent theft or accidental loss.