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SOLUTION OVERVIEW

Cloud for government from OpenText™

Transform the Public Sector with a FedRAMP-compliant cloud

Improve case management with connected customer data

Automate and optimize ad-hoc processes

Increase information governance, compliance and collaboration

Create digital experiences faster

Government agencies are focused on supporting citizens with secure, effective and efficient services. However, paper-based processes and legacy technology still dominate internally, hindering the ability to deliver personal, digital experiences and introduce new, innovative ways of working. Plus, existing applications are often disconnected, creating siloed systems that can result in service delays, limited department visibility and governance challenges.

Cloud services play a critical role in enabling federal agencies to boost productivity, improve operational efficiencies and innovate on demand. Cloud for government from OpenText™ helps agencies simplify and automate increasingly complex and distributed infrastructures, while ensuring that resilience and security are addressed. With this platform, which is pending FedRAMP authorization, agencies can automate workflows and manage all forms of content throughout the entire content lifecycle—digitizing record files, creating a content ecosystem and gaining a complete view of the customer across all channels. Plus, the development of content-rich applications brings innovation to processes tied to grants management, permit management, citizen complaints and more.

Improve case management with connected customer data

Capture all relevant content throughout its lifecycle, eliminating paper-based and manual processes and bridging content silos. By connecting information from leading applications to relevant business processes, employees gain access to timely and consistent content in context to process cases quickly and efficiently. Plus, visibility into assigned tasks, case progress and roadblocks speeds remediation.

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Use case

An agency providing health services to the military needed to streamline and automate disability eligibility processes for veterans leaving service. Due to the inability to capture critical data, veterans were manually entering the majority of their information, which impacted data accuracy and caused significant delays. Using case management and reporting, the agency can now capture all required information to accelerate application and approval processes and improve decision making.

Automate and optimize ad-hoc processes

Reduce the amount of time and effort spent managing, organizing and sharing information. With a centrally managed content repository, agencies can securely store and access any type of content, streamlining document management, records management, archiving and collaboration. By integrating information and processes across people, systems and devices, agencies can optimize and automate repeatable business processes to drive predictability and control.

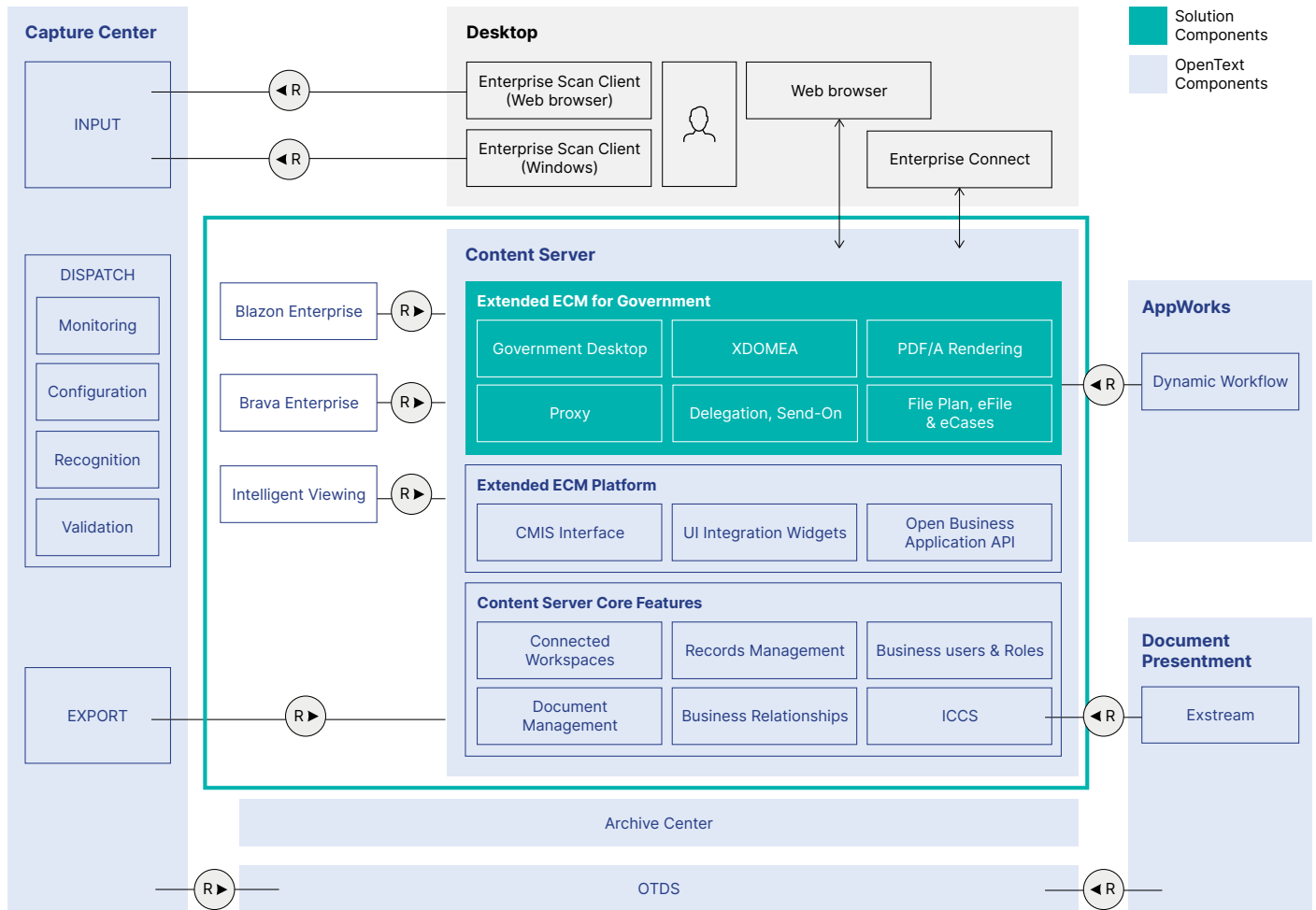## Increase information governance, compliance and collaboration

Mitigate risk with comprehensive information management that includes secure and compliant long-term storage, role-based access and automatic application of metadata and classifications. Eliminate paper and media duplications to support compliant digitization and storage requirements, backed by retention policies directly linked to specific documents. Centrally defined governance rules are applied automatically throughout the lifecycle of information as it flows through business processes.

Create digital experiences faster

Deliver dynamic, relevant customer experiences with smart, content-rich applications that support new and efficient ways of working. Create applications at a lower cost with reusable building blocks and accelerators, providing a quick start for countless processes. For example, agencies can quickly and easily digitize permit and licensing processes and add automation and content insight from application receipt and license issuing to inspections, renewals and expirations management.
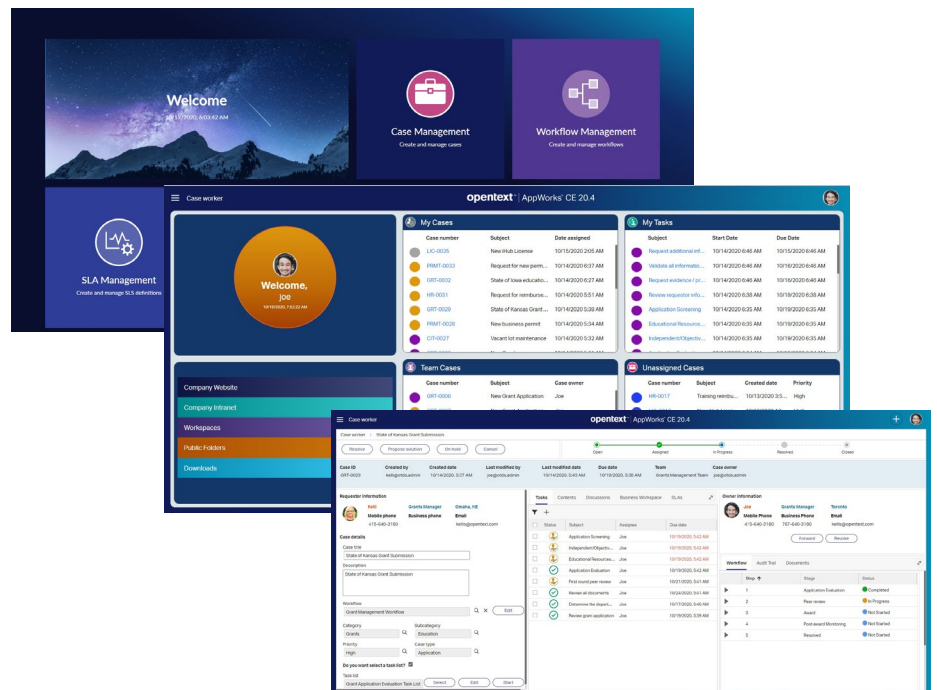
Cloud for government from OpenText™ improves case management by giving workers access to content in context.

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Cloud for government from OpenText™

Solution components

- **OpenText™ Extended ECM for Government**
  Enterprise content management for the modern administration

- **OpenText™ AppWorks**
  Accelerate the deployment of your digital, mission-critical applications

Pre-built applications included with Cloud for government from OpenText

- Citizen or customer complaint
- Grants management
- Permit/license management
- IT service request
- HR service request

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: **opentext.com**.

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