

OpenText Citizen Services

Empower citizens through self-service while running an efficient, digital government

Digital transformation gives government organizations the means to improve services to citizens and cut costs at the same time. OpenText Citizen Services solutions make it faster and easier for citizens to engage with government while increasing visibility and transparency for everyone.

With these solutions, you can:

- Empower citizens through mobile and web self-service.
- Automate manual processes and inbound and outbound communications.
- Eliminate paper-based activities.
- Modernize services, seamlessly integrating with existing enterprise systems and content repositories.
- Meet compliance requirements.

Going digital drives mission success

With tight budgets, changing demographics, aging legacy systems and ever-growing demands for transparency, government agencies around the world are looking for efficient ways to go digital and eliminate manual and/or paper-based work. Many of the government services that consume time and resources rely on a lot of information from diverse sources, as well as knowledge-based activities and collaboration among civil servants and even outside experts. Furthermore, every digital transformation initiative must keep compliance front and center.

An easier experience for citizens and agencies

OpenText Citizen Services solutions empower citizens to access the services they need over the web and through their smartphones. Citizens get tasks done faster and more easily, while government agencies give citizens the transparency they want while increasing throughput, saving money and more efficiently managing compliance.

BENEFITS

- **Provide better service:** Process more requests, complaints or incidents faster with fewer resources.
- **Increase civil servant productivity:** Promote self-service and use your data to streamline human work.
- **Improve situational awareness:** Give management visibility into agency performance.
- **Manage compliance:** Apply audit and record keeping requirements consistently and maintain mandated turnaround times.
- **Increase transparency:** Make progress visible to citizens and executive management.

OPENTEXT CITIZEN SERVICES SOLUTIONS INCLUDE:

- Citizen complaint management
- Incident management
- Permit/approval management
- Social services requests, eligibility, enrollment and management
- Freedom of Information requests
- Grant management
- Tax and revenue service
- Managing legislative and administrative agendas

Drive engagement by helping citizens help themselves

Citizens find self-service to be faster and more convenient than making calls or sending emails. But a single self-service transaction may require access to diverse information sources stored in enterprise systems, content repositories and third-party data sources.

OpenText Citizen Services solutions offer efficient ways to give citizens and civil servants a relevant view of the information they need to complete their tasks. OpenText seamlessly handles content management, records requirements, document generation, audit trails and integration with all enterprise systems. Our citizen-centric applications facilitate the agency mission, no matter what kind of systems you have deployed in your back office.

Make citizen services smarter with collaboration and embedded intelligence

OpenText Citizen Services solutions support smarter, more collaborative decisions. You benefit from adaptive handling of investigations or approvals, ad hoc tasks and collaboration, intelligent automation with business rules and even artificial intelligence.

- Manage the information lifecycles within your citizen services seamlessly, automating from image capture to outbound communications.
- Take advantage of machine learning, business intelligence and big data analytics to support citizen services.
- Simplify employee tasks and flag areas of potential risk using virtually any dataset that could improve a particular process.
- Give executive management full situational awareness with reports and dashboards.
- Configure and deploy citizen services the easier way
- OpenText Citizen Services leverage a low-code application platform that gives you the ability to deliver the citizen-centric, customized user experience your citizens want while controlling development costs.

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“With OpenText, we’re now handling 80 percent of cases within two weeks, and 50 percent within two days. One-hundred percent of cases are processed within the six-week target.”

ROBIN VAN IPEREN
PROGRAM MANAGER AND STRATEGIC ADVISOR
TO THE BOARD, DUTCH CARE ASSESSMENT AGENCY,
DUTCH MINISTRY OF HEALTH

You can easily add services over time, taking advantage of the scale of a single citizen services platform in which all applications are natively mobile. In addition, you can deploy citizen services with consistency, with new solutions working together seamlessly and leveraging a common information layer so data doesn't change from service to service.

Achieve compliance

The smart digital transformation made possible by OpenText Citizen Services helps you meet regulatory requirements to process complaints or requests in a specific time period, with high quality. In addition, the solutions enable you to consistently manage content through its lifecycle, complying with requirements for audit trails, records management and traceability into decisions and business processes.

Transform your citizen services today

OpenText Citizen Services give you the power to innovate, modernize and gain efficiency faster and easier than ever before. Citizens appreciate the convenience, speed and transparency they gain from OpenText solutions. From the agency's perspective, OpenText Citizen Services mean faster throughput, improved resource utilization, improved compliance and full situational awareness.

Contact us today to build a roadmap for your agency.

www.opentext.com/contact