



US COUNTY

GOVERNMENT AGENCY

“With the right expertise and Documentum innovations, we are modernizing the citizen experience while cutting costs and increasing efficiency throughout the Department.”

CIO
U.S. County Government Agency

SERVICE

Consulting Services to deliver Electronic Document Management System (EDMS)

ROI

Migrating documents saves state money and offers improved service to citizens

INDUSTRY

Public Sector

Modernizing the Citizen Experience

US County Government Agency digitizes 95% of case files to deliver higher quality citizen services at lower cost.

Learn how this Government Agency boosted the citizen experience, while lowering costs for storing and handling over 18 million documents.

CHALLENGE

Government Agency manages billions of dollars in welfare disbursements. With a mission to provide cost-effective programs that both minimize hardship and promote health, responsibility, and economic independence and a charter to use technological innovations to support its mission, the Agency embarked on delivering an Electronic Document Management System (EDMS). The new system would require digitizing a majority of the case files to help in providing quality services quickly and without requiring recipients to visit any physical offices.

SOLUTION

EMC Enterprise Content Division (ECD) Services team worked closely with Government Agency to deliver the EDMS. Relying on extensive technical expertise, the Services team created a strategy and approach to digitize 2.5M welfare cases and 18M documents. Training modules empowered staff to speed eligibility verification and auditing of the disbursement processes. ECD process knowledge and Government Agency familiarity accelerated follow-on EDMS roll-outs to extend services to more citizens.



QUALITY, CARING SERVICES

Enabled Citizen Self Serve



TRAINING MODULES

Empowered staff to speed eligibility verification & check disbursement processes



GOING GREEN

Cut paper storage & handling costs by digitizing 2.5M cases