For the last decade, regional, state, and local governments have been trying to figure out how technology can help them operate more efficiently while providing better citizen service. Most of this effort has been directed at bringing more of government online—eGovernment. But as recent IDC Government Insights research points out, “eGovernment made great strides in providing information, but it failed to deliver on the most critical promise: using information to improve service delivery for constituents.” The research goes on to suggest five critical “enablers” necessary to reach that goal:

- Collaborative interfaces
- Business process and business rules management
- Content management
- Records management
- Business rules management


2 Ibid, p 5.
Of course, flat or shrinking IT budgets constrain what governments can actually do to improve citizen service. The majority of U.S. state CIOs expect lower IT budgets through 2013.³ Their counterparts in the UK and across Europe face drastic budget cuts as well.⁴ Some public sector entities are actually selling assets—like zoos, office buildings, and airports—to plug budget shortfalls. The Russian government plans a $50 billion asset sale to avoid social spending cuts in the run up to its 2012 elections.⁵ But these are desperate, short-term solutions.

In search of answers, regional, state, and local governments have embraced EMC connected government. Connected government can deliver the five enablers IDC deems critical to enhanced citizen services. Connected government accelerates the transformation of service delivery—and reduces cost and risk—with a comprehensive, intelligent, and configurable information infrastructure. From San Francisco in the U.S. and Perm Kray in Russia to the city councils of York, Redcar, and Cleveland in the U.K., government agencies are using connected government technologies to digitize information, create secure online repositories, automate workflows, manage records, and communicate with constituents. They have transformed service delivery by transforming the way they work.

“By implementing the new system, the average document processing times for the governing body of the Public Authority have decreased by an average of 65 percent. We also have made improvements in standards-based task performance. Currently, only two percent of all documents are processed with delays, which is a very good rate. In addition, the volume of documents processed by our mailrooms has doubled and we have been able to reduce the staff by 30 percent.”

MAKAR GERMAN
CHIEF OF STAFF OF THE GOVERNMENT OF PERM REGION

THE TECHNOLOGY PROMISE: EFFECTIVE SOLUTIONS WITHOUT COSTLY CUSTOM DEVELOPMENT

The EMC® Documentum® xCelerated Composition Platform (xCP) forms the core of the EMC approach to connected government. It makes the transformation of government service delivery not only possible but cost effective.

Documentum xCP enables the capture, management, and archiving of critical information and processes. Using prebuilt templates and components, Documentum xCP also provides a rich solutions infrastructure, optimized to deliver dynamic, case-based applications that can address the specific requirements of public sector service delivery—through configuration not customization.

With Documentum xCP, an electronic case file manages all information and documents that relate to a case. In the world of manual processing, a case file is typically a paper file folder and—as the case grows in complexity—a desk drawer of folders. Electronic case files eliminate the inefficiencies of paper and aggregate any type of content relevant to a case—not just documents but audio and video files, images, and discussion threads.

Documentum xCP provides a complete range of intelligent case management capabilities which can be configured into reliable applications serving any government process or activity. And, Documentum xCP solutions orchestrate processes and enforce policies via embedded business rules. A solution based on Documentum xCP incorporates years of government experience and helps ensure adherence to best practices and applicable regulations, while speeding service delivery, increasing productivity, providing seamless access to citizen information, and reducing cost.

FULLY INTEGRATED COMPONENTS CONNECT INFORMATION WITH PEOPLE AND PROCESSES

Documentum xCP seamlessly integrates technologies, such as content management, business process management, records management, collaboration, intelligent capture, and comprehensive reporting, to manage the government service lifecycle. Process monitoring tools identify the bottlenecks and inefficiencies that make it difficult for agencies to boost efficiency, control costs, and pool resources.

With a solution built on Documentum xCP, agency case workers and the business systems they rely on can quickly access the information necessary to monitor the progress of service recipients as they move through the system. These proven solutions:

- Enable a single point of access for citizens
- Provide intelligent data and document capture for all electronic and hard copy information from application forms to tax returns
- Improve decision making with consolidated dashboards for case workers and agency managers
- Feature robust, configurable workflows with business rules that support each step in the delivery of a particular service, such as permitting and licensing
- Offer the automated storage, retention policy management, and archiving necessary for regulatory compliance
- Integrate easily with individual agency line-of-business and financial systems
INTELLIGENT DATA AND DOCUMENT CAPTURE

An integrated public sector solution powered by Documentum xCP connects scanners, fax machines, and multi-functional peripherals located in many field locations to a central content repository. There, regardless of source or format, data can be captured, indexed, and delivered to the business systems that require it. This integration eliminates the rekeying of data from paper documents, which not only speeds processing but reduces errors. It also aggregates information, making it available to reporting tools that support faster, more informed decision making.

Integrated data and document capture can automate many manual, time-consuming tasks that plague the administrative processes of government agencies, leaving case workers more time to respond to the needs of citizens.

“Like most local authorities, the Council is under considerable pressure to streamline and automate its records. Working with EMC has helped them become more efficient in all aspects of their documentation. On a practical level it has made it easier for their staff to find the data they need quickly which has had an enormous impact on staff productivity.”

ANNE WRIGHT
PROJECT MANAGER, ECDM, REDCAR AND CLEVELAND BOROUGH COUNCIL

EASE OF INFORMATION ACCESS AND DELIVERY

Once documents are digitized, the federation capabilities of Documentum xCP enable on-demand access to content by case workers and other agency staff. This ensures a consolidated view of citizens and their interactions with various agencies. Consolidation can make an enormous difference to citizens requiring government services. When the U.K. Department for Work and Pensions modernized its technology infrastructure, the processing time for state pension applications dropped from 60 days to 20 minutes. Through federation, a solution can use and manage data from multiple applications while the data remains under the control of the application that created it.

To control access to information and protect citizen confidentiality, solutions built on Documentum xCP can benefit from information rights management (IRM) technology, which enables repository content to be controlled, secured, and tracked wherever it resides—behind or beyond the firewall. To accelerate enrollment, speed the delivery of benefits, or adjudicate benefit denials, agencies can use IRM for the secure exchange of enrollee information between agencies, case workers, and third-party service vendors.

IMPROVED MANAGEMENT OF AGENCY PROCESSES

Process improvement continues to be a top priority for government agencies. Sustained funding—and avoiding failure-to-comply lawsuits—often depends on meeting mandated response times. And process inefficiency is especially critical at a time when states face budget deficits.

The business process management (BPM) capabilities of a Documentum xCP solution streamline and automate processes, moving tasks to the person best qualified to do the work. At the same time, BPM provides the foundation for a comprehensive view of government service requests across programs. Documentum xCP provides modeling and simulation tools that can help identify potential process bottlenecks before processes are designed and deployed.

AUTOMATED STORAGE, RETENTION, AND ARCHIVING
No information management solution is complete without the ability to meet long-term storage, retention, and archiving needs. EMC solutions for regional, state, and local governments automatically enforce content retention and disposition policies that support regulatory compliance and e-discovery mandates. At the same time, archived information remains quickly accessible for evaluating future program requests.

“Working with EMC has helped the Council save both space and time in regards to the way we store and retrieve our data. The investment in EMC technology is already reaping dividends for us well ahead of our office move.”

PROJECT MANAGER
LARGE UK CITY COUNCIL

IMPROVED CUSTOMER COMMUNICATION
EMC solutions for government service providers offer sophisticated customer communications capabilities that can be integrated with self-service web portals and kiosks to personalize correspondence to the delivery requirements of the citizen.

These capabilities can automatically generate routine correspondence as well as service-specific communication such as change of eligibility notices. Besides improving the citizen-agency relationship, customer communications management technology speeds the publication of critical documents, increases accuracy, reduces cost, and enforces a rigorous approval process that supports compliance.

PARTNERING WITH INDUSTRY EXPERTS TO ACCELERATE TIME TO VALUE
EMC works continuously with its public sector partners to define, develop, and deliver social service solutions that leverage the power and flexibility of Documentum xCP. EMC automated case management solutions help government agencies deliver exceptional citizen service and results-oriented, market-based improvements in performance.

EMC and its partners bring together the substantial domain expertise and development experience of market leaders. These partnerships provide maximum value in minimum time to agencies struggling to cope with rising social service case loads and dwindling resources.

ABOUT EMC
EMC Corporation (NYSE: EMC) is the world’s leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC products and services can be found at www.EMC.com.

CONTACT US
To learn more about how your organization can benefit from an EMC solution for regional, state, and local government, visit us online at www.EMC.com or call 800.607.9546 (outside the U.S.: +1.925.600.5802).