

# Government On Demand – Empowering government agencies to offer faster and more responsive citizen services

The expectations of today's tech-savvy citizens from their respective governments are highly diverse. They want to interact, engage and transact with authorities at any time, anywhere and from any device.



The demand for critical services such as unemployment claims, social services benefits, healthcare and housing assistance continues to grow, and agencies are seeing the need to accelerate their digital transformation processes to deliver efficient and on-time services to their citizens.

## A BETTER WAY TO SERVE CITIZENS

Services for Public Sector aims to assist government bodies in enhancing their citizen services capabilities with rapid digitisation that leads to reduced costs and improved operational efficiencies. It can help authorities provide secure and compliant services to all residents. Benefits include:

- Replacing legacy paper systems with digital processes
- Leveraging the power of data to serve citizens better
- Reducing the cost of processes/operations and quickly communicating with the public
- Ensuring regulatory compliance, offering citizens secure access to critical information with records management, faster data retrieval and auditable workflows in a Digital Vault
- Automating and streamlining the processes to improve the overall experience for citizens across all demographics

HERE ARE SOME OF THE RESULTS WE'VE HELPED OUR CLIENTS ACHIEVE:



**\$2 million** in total annual savings through print device optimisation



**25%** reduction in outbound mail costs



Digitising **2,000 to 3,000** land drawings and documents each day, improving employee productivity



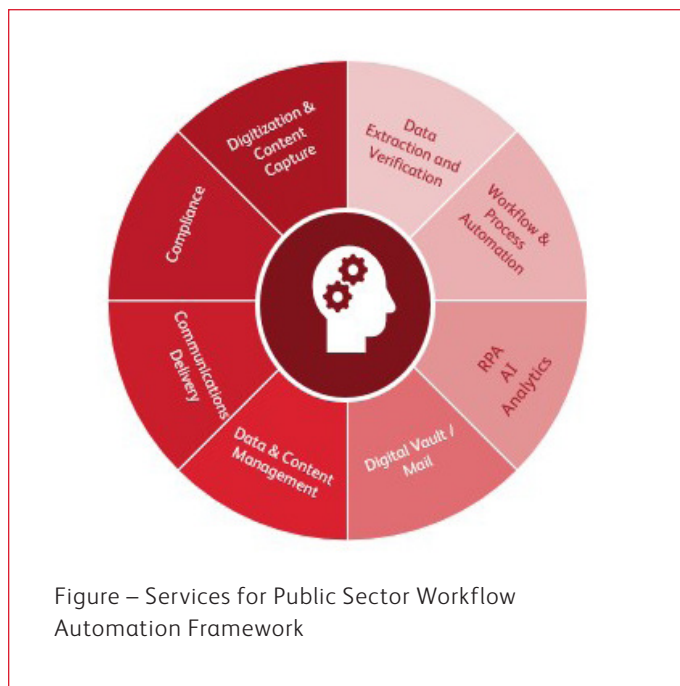
**25–30%** more efficient claims processing via automation improvements

## IMPROVE CITIZEN-CENTRIC SERVICES WITH DIGITISATION AND AUTOMATION

Based on a recent survey by the US Center for Digital Government<sup>1</sup>, citizens reported three major issues – slow processing time, complex procedures and widespread paper-based process. Government branches can improve their service delivery satisfaction by adopting extensive digitisation and automation.

Xerox helps authorities with essential digitisation to eliminate paper-based processes, capture actionable data and reduce data entry errors to shorten the entire processing time. We deploy advanced, multichannel capture and process automation for enhanced responsiveness and agility.

We also implement workflow automation techniques to optimise repeatable processes and remove redundant manual tasks to reduce citizen interaction times and improve service delivery. We offer process automation through Robotic Process Automation (RPA), Artificial Intelligence (AI) or via a set of analytics. All these ensure that data flows effortlessly into the right repository for upstream use.



45% of government work could be automated using existing technology (McKinsey)

## SIMPLIFY AND IMPROVE EVERY STAGE OF THE CITIZEN JOURNEY

- **Inbound Application Processing:** Improve citizen experience by providing better access to public services and reduce costs by digitising, standardising and automating document transactions.
- **Transactional Document Production:** Streamline recurring communications such as statements, explanations of benefits, billing etc.
- **Inbound Correspondence Management:** Provide a centralised service to manage all correspondence outside of claims, new applications or policy management and ensure consistent service and experience across interactions.
- **Notifications:** Capture citizens' preferences to deliver notifications via their chosen channels and drive higher engagement.

## YOUR CHECKLIST FOR MODERN, EFFICIENT CITIZEN SERVICES

- ☑ Provide an effortless service experience by enabling citizens to engage when and how they want
- ☑ Deliver a seamless end-to-end experience by removing paper and integrating front and back-end processes
- ☑ Prioritise citizen engagement by unifying documents, departments and data for greater transparency
- ☑ Accelerate service delivery speed by adopting automation, machine learning and data insights to eliminate manual tasks

<sup>1</sup> 2020 Digital Citizen survey, Center for Digital Government

**We can help improve the way you work.**

Let us put our industry experience and technology expertise to work freeing up your employees, improving outcomes, lowering costs and delivering a more positive citizen experience.

Learn more at [xerox.co.uk/servicesforpublicsector](https://xerox.co.uk/servicesforpublicsector)