

Automate the way your IT infrastructure serves citizens.

Simplify your work processes to stay focused on critical and engaging government work—not clerical tasks.

Digital technologies have made it easier to serve citizens—but not without a number of IT challenges. From finding and retaining critical staff to mitigating security risks, departments at every level of government are looking to new solutions to improve efficiency and keep from being overwhelmed. When it comes to the future of government IT, time- and cost-saving solutions such as automation may hold the key.

Challenges You May Face

Filling Vacant IT Positions

A recent survey by the National Association of State Chief Information Officers reports that 86 percent of states are having difficulty filling vacant IT positions.¹ What's more, 46 percent of states say it typically takes three to five months to fill senior IT positions,¹ delaying important IT initiatives that can benefit citizens and departments. Offering opportunities for engaging work is now seen as key to attracting new employees—who are now often mired in time-consuming everyday tasks, many of which could be automated for greater productivity.

Protecting Against Data Breaches

The nonprofit Identity Theft Resource Center reports data breaches jumped 28 percent in 2014 to a record 5,000 reported breaches, and 675M records have been exposed since 2005²—and that doesn't even include recent breaches at the Office of Personnel Management (OPM). The vast amount of confidential information handled by government offices at every level means that protecting against these breaches is a top priority. A number of these breaches can come from access point vulnerabilities such as laptops, USB drives and tablets. To ensure that security risk is mitigated, layered solutions backed by expert IT staff are critical—including automated scans and audits to identify potential security gaps.

Trends Driving the Industry

Transitioning IT Infrastructure to the Cloud

Infrastructure and data center improvements were listed as a top priority for all levels of government—local, state and federal—in 2015.³ To aid in this, there is a growing movement toward centralized shared-service solutions such as the cloud, instead of investing in more expensive hardware. Government agencies are becoming more comfortable with cloud solutions because of the lower pricing and increased agility they offer.⁴ However, to maximize this transformation, automated scanning solutions with direct cloud access should be established.

Retirement of Experienced Workforce

By 2018, 28 percent of public employees will have reached retirement age, beginning an exodus of highly experienced workers from the public sector.⁵ This significant loss of skilled talent means that remaining employees will have to increase productivity and efficiency to cover these losses until replacement workers can be found—which is not an easy task for government agencies at a time of stretched budgets. This trend will continue for years to come, driving the need for innovative ideas to streamline operations, while providing citizens with the responsiveness they expect.



The Pressures of Government IT

Government IT employees are being tasked to do more than ever before—even as staffing falls and security risks rise.



91%
cite digital as a risk.

91 percent of agency CIOs believe that the digital world creates increased levels of risk in government.³



66%
say a staff shortage hinders projects.

66 percent of states say a shortage of qualified IT candidates is hindering strategic IT initiatives.¹

How Xerox Can Help: Success Stories

State Unemployment Claims, OK

Oklahoma Employment Security Commission automates claims handling.

Challenges

The Oklahoma Employment Security Commission (OESC) strives to provide employment security and promote the economic well-being of Oklahoma residents. However, they struggled to process thousands of unemployment insurance claims received each day. Their documents were stored in file cabinets at various locations, which made claims processing a logistical nightmare. It could take days to find a single file—if it was found at all—and there was no tracking process for files received. The need to improve the way the commission handled claims was critical.

Solutions

- Deployed Xerox® Content Management solution with Xerox and Fujitsu scanning equipment to automate and simplify claims-handling tasks.
- Customized solution to handle input from the internet, fax and a touchtone interactive voice response (IVR) process.
- Integrated solution with OESC's existing adjudication scheduler to easily flag and forward files for additional review.

Results

- Digitized, organized and stored over 2 million files, protecting the information of over 280,000 claimants.
- Improved the agency's productivity by 25–35 percent.
- Enabled closed files to be easily migrated off the main server, saving computing resources.
- Provided an unlimited capacity to support future needs.
- Virtually eliminated paper files.

Tax Revenue Records, Southern State

State Department of Revenue streamlines tax records processing.

Challenges

A large State Department of Revenue was tasked with auditing a wide range of cases from across the state. Their process was exceptionally manual. Returns came in from disparate mail, email and fax sources, which had to be individually sorted. After that, all information was painstakingly keyed into spreadsheets and sent to each manager, who then had to assign an auditor to each case and manage the cases and related correspondence. The process often required additional research as well as supporting documents, which led to extensive time per case.

Solutions

- Implemented Xerox® Digital Alternatives to provide a personal digital workflow and electronic signatures to eliminate print and increase productivity.
- Deployed OnBase by Hyland tax solution to digitize hard-copy documents from faxes and letters and put them into a digital workflow.
- Integrated Nuance eCopy ShareScan to automate workflows where documents are scanned and routed electronically.

Results

- Helped eliminate print and increase productivity through electronic signatures.
- Improved response times through automated one-touch workflows.
- Accelerated processing to allow auditors to spend more time collecting money instead of performing manual clerical tasks.

Welfare Case Management, PA

Pennsylvania Department of Public Welfare speeds delivery of services.

Challenges

With 2,754,000 individuals currently receiving services, the case load volume for the Pennsylvania Department of Public Welfare is staggering. The agency struggled with a cumbersome, error-prone, paper-based approach to screening and enrolling applicants for assistance programs such as food stamps and public housing. Employees had difficulties locating information in a timely manner, with files in cabinets that were spread across the agency's 155 statewide offices. In some cases, employees spent more time handling paperwork than reviewing applicants' eligibility. A much more efficient system was needed to improve their level of service.

Solutions

- Implemented Xerox® Content Management solution to digitize, store and retrieve aid applications and case files.
- Reengineered processes to gain control of the vast amounts of documents flowing through the offices.
- Automated changes to forms, ensuring that all offices had the most up-to-date versions.
- Tracked and processed public correspondence and file access.

Results

- Saved 80 hours of staff work per month in processing paperwork.
- Reduced the time it takes to get a case to Commonwealth Court from eight weeks to less than one week—an almost 90 percent decrease.
- Saved the agency hundreds of thousands of dollars.
- Provided a verifiable trail and reports for federal audits.



87%

spend most time on day-to-day tasks.

87 percent of agency IT pros spend “most of their time” on day-to-day management.⁶



65%

rank security as “very challenging.”

65 percent of local government IT executives stated that cyber and network security is “very challenging.”⁶



73%

lack time for training.

73 percent of agency IT pros spend “almost no time” on professional education and training.⁶

Police Department Reports, MD

Large police department empowers officers through secure mobility.

Challenges

A large police department in Maryland wanted to improve the efficiency of its officers, both at the precinct and out in the field. One of the ways they wanted to do this was to enable officers to access and print important documents, such as arrest reports, at whatever precinct was most convenient. This proved exceptionally valuable, particularly when heading to court. Not only was secure printing paramount, they also needed a solution that accelerated the way these important documents were uploaded and shared, so that officers could have faster access at a moment’s notice while on duty.

Solutions

- Implemented Xerox® Content Management to simplify scanning, sharing and storing of documents.
- Provided Follow-You Printing with integrated badges to ensure secure mobile printing.

Results

- Enabled officers to focus more on actual police work, rather than copying and scanning.
- Doubled the number of tickets officers could process in a day.
- Simplified the sharing of updated reports and files.
- Ensured document security by requiring user badges to be scanned to release a print job at any precinct.
- Reduced printing costs by 10 percent.

Records Management, Federal Agency

Large federal civilian agency automates records management.

Challenges

A large federal agency was faced with an executive order to migrate from paper-based workflows to digital by 2019. While the agency understood this would greatly improve efficiency, it required, by their original estimation, the purchase of scanners for every one of their offices located across the U.S. at a significant expense. The agency also had to ensure that any scanning solution met its stringent security standards, which included redacting information and tracking activities such as unauthorized document access. Facing an already tight budget, the agency went looking for options.

Solutions

- Leveraged existing printing infrastructure to meet scanning needs.
- Implemented NSi™ AutoStore® Workflow solution to easily integrate paper documents into the agency’s electronic processes.
- Provided analyst services to customize the solution to the agency’s requirements.

Results

- Provided flexibility to scan to whatever destination they wanted.
- Saved tens of thousands of dollars up front by not having to purchase new equipment.
- Connected in-house document repositories across the agency, regardless of location.
- Seamlessly integrated with Personal Identity Verification (PIV) and Common Access Card (CAC) authentication for added security.
- Enabled the agency to set automated rules to redact personally identifiable information as a document was scanned—and even vary the rules by department.

“We were in a situation where we had filing cabinets full of data that was unavailable and vulnerable—virtually useless. We now have responsible document management practices and we’re confident that we’re meeting the requirements of all our stakeholders.”

—James A. Weaver, Deputy CIO, Pennsylvania Department of Public Welfare



Xerox can help you serve citizens with confidence.

Government agencies and offices at all levels face numerous challenges that range from security to IT staffing. With deep experience in strategic planning, implementation, support and more, Xerox has a comprehensive understanding of your IT considerations and big-picture goals. Using our three-stage approach—assess and optimize, secure and integrate, and automate and simplify—we'll find the right solutions for your town, city, state or federal agency. As a global leader in IT workflow automation services, we can help you accelerate your operation to serve your constituents better.

Visit xerox.com/gov to learn more about government solutions from Xerox.

1 "State IT Workforce: Facing Reality with Innovation." NASCIO, 2015.

2 "Identity Theft Resource Center Breach Report Hits Record High in 2014." Identity Theft Resource Center, January 2015.

3 "Gartner Says Government CIOs Must Flip from 'Legacy First' to 'Digital First.'" Gartner, April 2, 2015.

4 "2015 CIO Agenda: A Government Perspective." Gartner, January 30, 2015.

5 "Age and Retirement Benchmarks: Key Analytics that Drive Human Capital Management." ADP Research Institute, December 2013.

6 "The Local Government IT Executive: 2015 National Survey Results." Center for Technology Leadership, April 2015.