



## Xerox® Workflow Automation Solutions for Federal Government

Modernize your processes to better serve citizens and meet government mandates.

# Improve the way you support citizens.

Roughly 50% of government processes are paper-driven.<sup>1</sup> Paper-based processes weren't built for the demands of modern government. Today's citizens expect convenient, innovative ways to interact with their government and get the services they need. On top of that, budgets are tight, every process is constantly under the budget microscope and keeping information secure is becoming more challenging.

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Xerox® Workflow Automation Solutions for Federal Government provide tools to help agencies manage documents and records in an entirely new way. From faster document capture and processing to automated routing and digital repositories, our solutions can make your processes faster and more efficient. In short, our solutions can make document processes work better. You can transform citizen service just by changing the way you manage information.

## **With our federal government workflow solutions, you can:**

- Improve responsiveness and provide quicker citizen service delivery
- Facilitate more efficient processes and lower paper-based operating costs
- Provide faster and more transparent routing of information
- Facilitate stronger collaboration between employees and outside agencies
- Utilize more advanced data analytics

## **Document Management**

The public sector is responsible for more paper than any industry in the world.<sup>1</sup> The impact of that is huge. When documents are paper-based, not digital, capturing, processing and securely routing information is extremely difficult. Processes don't just suffer, citizen service does, too.

Xerox® Workflow Automation Solution for Document Management gives agencies an easy way to capture documents from various sources, process them and route them to the people, systems and departments that you need.

### **Xerox® Workflow Automation Solution for Document Management:**

- Captures documents and files from a variety of sources
- Processes documents using a number of capabilities such as Optical Character Recognition (OCR)
- Encrypts data when processing and decrypts upon receipt
- Easily routes documents to people and systems

## **Customer Story: U.S. Department of Defense improves productivity.**

The U.S. Department of Defense (DOD) manages an administrative record called the Official Military Personnel File (OMPF) that includes detailed information on each and every soldier's service history. The OMPF record is maintained and compiled over many years in all types of formats.

Using this document management solution, the department has dramatically simplified and improved the way it manages these records. By scanning personnel records into the OMPF and setting up a predefined workflow, all files are automatically processed and stored in the correct locations.

**“We've been able to streamline and consolidate Veteran Administration IT resources and business processes without sacrificing document security.”**

**—Tim Harding,  
Implementation Manager,  
Veterans Health Administration**

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## Public Records Requests

Since 2008, there has been a 28 percent increase in records requests.<sup>2</sup> Not surprisingly, in 2015 the number of unmet requests hit an all time high of 129,825 in the U.S. alone.<sup>3</sup> It appears that the inefficient state of most paper-based record request processes can't keep pace with today's demands.

Xerox® Workflow Automation Solution for Public Records Requests gives you the tools to help your staff save much-needed time by making documents and records easier to store, access and share. Our solution not only improves how you retrieve and bundle documents, we also allow you to provide better self-service access and automate the request process end-to-end.

### Xerox® Workflow Automation Solution for Public Records Requests allows agencies to:

- Automatically distribute requests to the department you deem appropriate
- Time and track the status of each request
- Provide citizens with convenient self-service capabilities
- Store packaged responses in a repository for quick future use

### Customer Story: Government agency resolves requests faster.

“The mountains of paper in our file room showed us we had a problem, but the length of time it took us to find specific documents slowed our processes and service to citizens. That's what really hurt.”

—Nicole Sackman,  
Government Clerk

A government agency located in the Midwest United States was overwhelmed by the sheer number of record requests. Its outdated process of using paper, folders and filing cabinets couldn't keep up. So the agency made a change, adding this workflow solution to improve the way information was stored, accessed and shared.

Right away, the paper piles began to shrink as documentation was scanned and electronically stored. The agency also introduced the Public Access Viewer tool, giving citizens fast, online access to previously released information. The result? Less paper, happier citizens and heightened transparency.

## Xerox® Workflow Automation Solutions for Federal Government

Streamline your document and records management.



**Capture and receive all types of documents and files**  
(in centralized or program-specific admissions office)



**Process and convert to the appropriate file type**



**Store documents in a secure central repository**

- Enables routing, tracking and reviewing
- Limits access and secures information
- Maintains a trackable trail
- Allows you to quickly respond to records requests



## A Continuum of Services from an Industry Leader

With over 75 years of experience helping individuals and government organizations succeed, Xerox has the deep knowledge and experience you need.

### Cross-Industry Solutions

At Xerox, we believe that work can work better by improving the flow of your work, simplifying and automating your document-centric processes. The Xerox® solution tools can help you cut paper-based processing costs in every department, agency and office. Beyond the processes that support your government services, we offer cross-industry solutions to enable you to lower paper-based processing costs associated with your management of personnel, finance, operations, mailroom and more.

### Workflow Automation Services

Our team of solution specialists can help you automate and simplify your critical document-centric processes to reduce government administrative processing costs and support your compliance and citizen satisfaction efforts. We offer discrete software and hardware solutions, plus design, integration, customization and deployment services, employee training and ongoing technical solution service and support.

### Managed Print Services

Xerox, the global leader in Managed Print Services (MPS), can help government organizations of all sizes reduce printing cost and volume, optimize device fleets and transition from paper-based to digital ways of working.

The solutions described are just a few of the ways Xerox can help you manage document-intensive government processes. Learn more at [xerox.com/was](http://xerox.com/was).

1. "Three ways workflow automation helps government agencies," Jeff Segarra, Feb. 2016.
2. "U.S. gov't sets record for failures to find files when asked," *Sunshine Week*, March 2016.
3. "House to Weigh Overhaul of Open Records Process," *NY Times*, Jan. 2016.