Xerox® Workflow Automation Solutions for State and Local Government

Modernize your processes to better serve citizens.
Improve the way you serve citizens by revamping your processes.

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 under the budget microscope and keeping information secure is becoming more challenging. It’s safe to say, outdated paper-based processes can make your ability to deliver services efficiently more complicated.

Only a third of government employees say their document-based processes are efficient and effective.¹

Xerox® Workflow Automation Solutions for State and Local Government help agencies manage documents in an entirely new way. From automated routing and digital repositories to integrating tablets and capturing analytics, our solutions make document processes fast and efficient. All of our solutions are designed for specific processes such as electronic plan reviews or property assessments. Yet the basic premise of all of them is universal. When you reduce the paper, governments work better.

In short, you get:
- Improved responsiveness and quicker citizen service delivery
- More efficient processes and lower operating costs
- Faster and more transparent routing of information
- Stronger collaboration between employees and outside agencies
- Tools to help you better store and secure information
- More advanced data analytics

Public Records Requests

Government agencies spend more than 1,000 hours a year responding to public records requests,² and requests are growing substantially every year with no additional support staff. On top of that, most government entities have required response timelines that they’ve been having difficulty meeting. Xerox® Workflow Automation Solution for Public Records Requests gives your staff time back by making records easier to store, access and share. We not only improve how you retrieve 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:
- Provide citizens the ability to submit online requests
- Automatically distribute requests to the appropriate department
- Time and track the status of each request
- Store packaged responses in a repository for quick future use

“The team only needs to go to one place to get the job done. Everything runs automatically behind the scenes so we process work faster.”
—Government Director of Finance

Affordable Housing

Affordable housing agencies have a demanding caseload. From slow reviews to manual application tracking to massive paper storage, paper-based processes only make things more challenging. Xerox® Workflow Automation Solution for Affordable Housing can lighten the burden by digitizing your documents and storing all applications and certifications in a single repository. So staff can process documents much more efficiently, giving families the support they need faster.

Xerox® Workflow Automation Solution for Affordable Housing lets you:
- Capture documents in paper and electronic form
- Automate the review and approval process
- Manage and share case file information
- Easily complete the recertification process

“The Housing and Finance Authority saves $1 million every year with this solution … and our employees are three times more productive.”
—Government Enterprise Content Management Program Manager
of citizen-facing processes are paper-driven.'

Agenda Management
Your staff likely spends hours getting together a list of agenda items and finalizing agendas. Not to mention, all the time spent printing, collating and making last-minute changes. Xerox® Workflow Automation Solution for Agenda Management can automate this manual, paper-based process. We help streamline it, from finalizing the agenda to automating the creation of agenda packets.

With Xerox® Workflow Automation Solution for Agenda Management, you can:
• Submit and route agenda items electronically
• Approve final agenda items
• Automatically generate an agenda
• Publish the agenda for the public and legislature
• Record minutes, motions, votes and action items
• Broadcast, record and archive meeting videos

Electronic Plan Review
More construction potentially means more tax revenue. Unfortunately, it can also mean more tedious, document-intensive building plan reviews. Xerox® Workflow Automation Solution for Electronic Plan Review reduces the hassle by improving the approval process. Once submitted, plans are stored and organized in a digital database where they are automatically routed. All reviewers can then collaborate over a single plan set in real time. So your developers can spend less time waiting for approvals and more time building.

Xerox® Workflow Automation Solution for Electronic Plan Review can improve citizen service by letting you:
• Receive plans electronically
• Collaborate in real time by automating comment tracking
• Securely store plans for easy future searches
• Access plans from anywhere, 24/7

“...This solution really brings us into the 21st century, while also freeing up space and budget, considering the amount of paper we used to generate and the cost of storage.”
—Assistant Chief Building Official, Master Plan Examiner, Government Building Inspector

Corrections Records
Efficiently and safely managing correction facilities and jails is hard enough without worrying about paper-based processes slowing down staff. Xerox® Workflow Automation Solution for Corrections Records digitizes documents such as forms and inmate records and stores all files in a digital content management system. That way, you can access, share and manage records efficiently and securely. That’s the power of digitization.

Xerox® Workflow Automation Solution for Corrections Records enables you to:
• Move from paper to electronic documents and forms
• Automate the workflow and approval process
• Reduce storage and operational costs
• Improve your ability to share records
• Securely manage records with controlled access

Property Assessment Appeals
Each year, millions of assessment appeals land on the desks of property assessors. With each appeal comes a paper-intensive process that can bog down staff. Xerox® Workflow Automation Solution for Property Assessment Appeals turns this manual process into a streamlined digital workflow. Now citizens can submit appeals online and reviewers can fly through the review steps using automation and simple digital processes.

Xerox® Workflow Automation Solution for Property Assessment Appeals:
• Saves agencies time previously spent manually routing appeals
• Makes organizing and preparing for appeals hearings easier
• Reduces the amount of paper used in the process
• Integrates tracking and activity trails
• Improves visibility of the entire process

One local government assessor’s office achieved a 60% increase in employee productivity and $230,000 in annual savings with this solution.
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.


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