IBM ECM in Government

A Formula for Change

Government agencies across the world are becoming increasingly burdened with huge budget deficits, fewer available resources, and a mountain of new demands from both legislative groups and constituents. In recent years, the combined state deficit in the United States has soared to nearly $70 billion, followed closely by the spiking demand for employment, health, education, transportation, and homeland security services.

As government agencies continue to move toward "eGovernment," providing a greater number of personalized online services for constituents, the problem of outdated technology and inefficient internal processes continues to plague government agencies at all levels. This creates islands of information and knowledge, internal collaboration challenges, compromised privacy of constituent information, and slow, error-prone decision making throughout these organizations.

Another critical component of nearly all Government agencies is Case Management. Case Management is really about process management within government. The challenge in the past has been that people, process and policy never inter-operated in a way that would allow case management systems to increase operational efficiencies,

increase worker productivity and reduce program costs as had been envisioned.

In order to improve operational efficiency and provide better services to citizens, government agencies must take advantage of faster and more effective business processes, better manage the flow of information throughout their organization, and enable employees to make timely and accurate decisions. Today, agencies are making this happen with Enterprise Content Management (ECM) and integrated with Business Process Management (BPM), they can now allow people, process and policy to integrate thereby providing value to the constituent/citizen, the case worker, government manager and IT developer. In addition, since process can now be automated with the content that is generated around a case file; metrics, analytics and best practices can be derived from a case management system.

IBM ECM Solutions

Enterprise Content Management from IBM is helping a wide range of government agencies transform their critical processes, connect information systems throughout their organization, and enable their employees to be more responsive to the demands of citizens. Additionally, IBM FileNet Business Process Framework (BPF) provides governments with the ability to rapidly build a case management system.

Today, IBM ECM is making a significant impact on more than 1,300 government organizations in 80 countries – at all levels of government. IBM ECM solutions are delivering significant returns in many key areas of government, including:

- **Public Employee Retirement** – IBM ECM enables agencies to manage member documents and information electronically in a central, secure location, making it possible to maintain compliance with information security and accessibility laws,

streamline and automate processes that drive operations, connect employees across geographically dispersed departments, and respond faster to their plan members.

- **Land Records** – IBM ECM allows government organizations to manage personal property records better, automate operational processes so employees can process records faster, and facilitate self-service capabilities for citizens, real estate companies, and other authorized users.

- **Unemployment Insurance** – IBM ECM helps Departments of Labor and Employment better manage unemployment claim documents, integrate disparate systems, streamline internal business processes, and give employees immediate and simultaneous access to information.

- **Tax Processing** – With IBM ECM, Departments of Taxation or Departments of Revenue can process incoming tax returns faster, by automating the activities involved with return processing and therefore, enabling employees to spend more time helping taxpayers with their requests.

- **Courts** – IBM ECM helps court systems quickly scan all incoming traffic case documents into the system, eliminate data entry errors, and automatically route them to the appropriate personnel.

Bringing Value to Government

ECM offerings from IBM deliver a host of significant benefits not only to government agencies – helping them make better, faster decisions – but also to the millions of constituents they serve on a daily basis.

For government agencies, IBM ECM can help to:

- Lower customer response times from weeks to seconds

- Streamline and integrate core business processes to dramatically increase productivity and operational capacity

- Ensure compliance with strict privacy regulations

- Accelerate access to critical information by providing self-service options to other agencies and constituents

- Bring in millions of dollars in increased revenue

- Enhance collaboration with other jurisdictions

- Reduce storage costs and provide backup for millions of paper and electronic documents

For constituents, IBM ECM helps agencies provide:

- Secure access to documents and information via the Web, 24 hours a day, seven days a week

- A wider range of self-service offerings, more sophisticated transactions, and a simple user interface

- A more responsive government

About IBM ECM

As the clear market leader in Enterprise Content Management (ECM), IBM's ECM solutions help organizations make better decisions, faster by managing content, optimizing business processes and enabling compliance through an integrated information infrastructure. IBM's ECM portfolio delivers a broad set of capabilities and solutions that integrate with existing information systems to help organizations drive greater value from their content to solve today's top business challenges. The world's leading organizations rely on IBM enterprise content management to manage their mission-critical business content and processes.

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