

# Process and Document Management for the Public Sector

## Leverage Global 360 BPM Solutions to increase efficiency and transform constituent services

Government organizations are facing many of the same pressures as private businesses to modernize and transform their systems to cut costs, increase efficiency, and provide superior service to constituents. Additionally, the public sector has challenges of its own, including constricting budgets and the need for self regulation.

Government agencies at every level are responding to these challenges by turning to Business Process Management (BPM) solutions to automate and streamline their business processes, increase collaboration between disparate systems, reduce their dependency on paper documents, increase security, and improve the overall efficiency of their organization.

With Global 360 BPM solutions, government agencies have a powerful set of tools that can be applied to a wide range of critical needs, including:

- » Collaborative Content Management
- » Case Management
- » Records Management
- » Budget Management

### **Global 360: Shifting from the 'way work moves' to 'how work gets done.'**

Your goals are to deliver better service, improve collaboration with other agencies, and do more with less. You already know that people are your organization's most important asset to meet those goals. That's why at Global 360, we believe your process needs to work for the people, not the other way around.

Most vendors build their solutions around a model-driven implementation, letting that model dictate how work gets done. This "standard" approach ultimately treats users as an afterthought. Improving process with speed alone can only help you make the same mistakes faster; and forcing an unfamiliar, non-intuitive user interface on staff can hurt productivity more than it helps. This, in a nutshell, is where Global 360 differs from most other BPM providers.

Transform your systems to deliver streamlined, optimized, and automated services:

- » Increase inter-agency collaboration
- » Ensure compliance with federal, state, and local regulations
- » Transform the delivery of services to citizens

"The Global 360 solution has completely transformed the way we work."

CARLENE ROBBINS

BYLAWS MANAGER

CITY OF VANCOUVER, BRITISH COLUMBIA

## 360° Experience: Productivity depends on your point of view.

Our role-based interface, called viewPoint, delivers a unique view of the information that is most valuable to each type of user, and helps them to do their jobs better.

With Global 360 you can leverage people productivity to:

- » **Eliminate paper** to reduce costs and drive efficiencies
- » **Automate key processes** to respond quickly to changing economic conditions
- » **Ensure compliance** through process transparency and a full audit trail for improved governance
- » **Improve constituent services** by increasing staff effectiveness and reducing cycle time

## Global 360: The most complete view of all assets and all participants who are vital to success.

We believe the process should provide the capability for users to work together, aggregating the information that users need, and structuring the flow of work between users and organizations. Some vendors allow you to add documents as attachments, but we go much further by making all documents an integral part of the process.

By transforming paper into electronic images, automating processes with workflow-driven BPM, gaining real-time visibility and control over processes, and enabling information access through the Web, Global 360 helps local, state, and federal agencies intensify their focus on the needs of citizens, reduce costs, and collaborate more effectively while assuring their own compliance.

### Public Sector Organizations Use Global 360 BPM Solutions

- » Bexar County
- » City of Vancouver
- » Department of Homeland Security
- » Dutch Ministry of Transport, Public Works, and Water Management
- » InfoCamere
- » LA County, California
- » New York State Teachers Retirement System
- » State of Iowa
- » Texas Secretary of State
- » The Philippines Land Transport Operation

### Changing the economics of business processes for the New York State Teachers' Retirement Systems

- » Achieved instant access to member records
- » Trimmed months off processing time for member applications
- » Improved clerical staff productivity by 43%



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