



WorkDynamics
Document Management Platform

Six Steps to Modernizing Government Correspondence Management

Addressing the workflow and security
challenges of modern government

In today's ever-connected world, tax-paying citizens' expectations continue to grow for exceptional service from their federal, state/provincial and local governments. However, many governmental organizations struggle with meeting those demands—especially when it comes to managing massive amounts of print and digital correspondence.

Even as governmental systems evolve, the new digital landscape is leading to challenges that intersect with the ability to achieve effective correspondence management—from ensuring compliance and security, to providing remote access, creating workflows, securing version control, storing files, reporting, and more.

As such, governments today face the question: how can they rise above and navigate through the potential risks associated with digital systems, while also enabling intelligent correspondence management that meets compliance requirements as well as evolving client expectations?

The answer lies in a powerful correspondence management system that automates superior leading-edge business processes for all users. This guide shares the five key steps for implementing such a system for the unique government environment.

The growing need for smarter correspondence in government

Historically, for many governmental departments, individual services have been developed independently of each other—resulting in siloed data across various legacy systems, incapable of integration with one another.

As such, when it comes to email, physical mail, website forms, phone messages, or other document types, the ability to track the complete lifecycle of any individual correspondence—from ingestion to assignment and analysis, through to end-user responses and more—has been virtually impossible. Moreover, as the volume of content grows exponentially every year, the platforms by which that content is created are always evolving.

Without true visibility regarding the volumes of correspondence flowing in and out of separate departments, government personnel:

- ➔ Are unable to coordinate and enforce rules and policies around information sharing
- ➔ Must often process information manually from a variety of disparate sources—leading to potential duplication of records
- ➔ Are constantly challenged with trying to figure out “point persons” on individual pieces of correspondence, as well as chasing down colleagues for status reports
- ➔ Experience significantly decreased productivity and increased headaches, due to lack of reliable access to the most current versions of a document at a minute’s notice
- ➔ Ultimately cannot respond to citizens in a timely and effective manner that citizens receive from private-sector companies—and likewise expect of their public-sector governmental agencies
- ➔ Are unable to meet increasing demand for access to information (FOIA requests)—and as such, relaying inconsistent messaging that can become political for governments very quickly

Thankfully, there is good news, and it’s two-fold.

First, managing a vast number of document management processes doesn’t have to be difficult, time-consuming, or complex.

Second, with the proper correspondence management system in place, governments can seamlessly implement any number of preconfigured processes, as well as an infinite number of custom processes, to streamline workflows and vastly accelerate daily workloads.



6 STEPS

to effective, modernized government
correspondence management



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1

Implement and provide seamless integration

Your government correspondence management system should ensure that it will seamlessly integrate with and leverage business systems of all kinds—including CRMs, ERPs, document storage platforms, and more.

2

Collect all kinds of document types, and create workflows around them

From paper-based correspondence to digital information, your system should have the ability to easily and effortlessly ingest and then automate a workflow process for any document type. Keep digital information, in volume, at a fraction of the cost of physical storage space—while automating routing and enjoying easy search. For example, when it comes to webforms, the system might capture information received, with the inquiry type triggering automatic routing to the “right” person or department.

3

Connect teams and users, while enabling collaboration and privacy

Securely connect all users—no matter their geographic location or environment—to enable seamless collaboration, whether onsite or offsite, as well as secure transfer of documents.

Meanwhile, minimize risk associated with privacy breaches and ensure compliance where citizens’ confidentiality is concerned by easily assigning access to various pieces of correspondence—and automating routing to departments, teams and individual users, all within your own industry-specific compliance standards and regulations.



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4

Track, search, and report on analytics

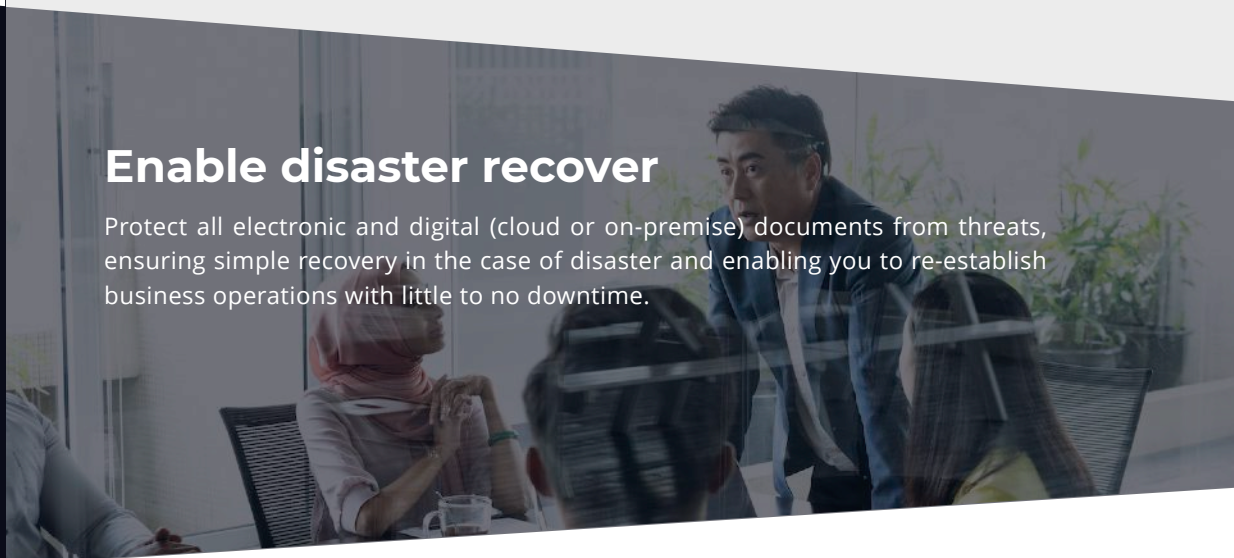
Because the system secure stores each message, you can now track and manage every step of each document's journey as well as the entirety of the workflow—from document acceptance through response and beyond. In addition, enjoy simple search functionality for locating information within seconds.

Then, as the system maintains continual visibility of document status including transparency, user accountability, scheduling, stakeholder interaction, cost reductions and more, create highly detailed and automated business intelligence reports based on key insights for internal use or regulatory agencies.

5

Enable disaster recover

Protect all electronic and digital (cloud or on-premise) documents from threats, ensuring simple recovery in the case of disaster and enabling you to re-establish business operations with little to no downtime.



6

Audit, adapt and evolve your system over time

As business requirements and compliance regulations change or evolve, personnel leave or new employees arrive, and as more integrations may be required, easily adapt aspects of the platform—meanwhile continually auditing and improving workflows to ensure compliance, to make processes easier and more intuitive than ever before.

Superior Business Process in Just **One System**

Simply put, the old ways of conducting government business are no longer time- nor cost-efficient for the public sector—nor enough to ensure efficient customer service or responsiveness.

But by implementing a modern, agile, flexible correspondence management solution that streamlines IT and work processes for handling requests, government departments can deliver significantly timelier service, maintain better accountability to citizens, and reduce risk while ensuring ongoing adherence to legal regulations.

Start your FREE trial today



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