WorkDynamics
Document Management Platform

Nine Key Elements to Enabling Lean Government Correspondence Management

Does your governmental organization frequently experience any of the following operational inefficiencies?

✓ Struggling with missing data or data defects

✓ Spending hours waiting for previous steps in a process to be completed

✓ Performing redundant tasks to create a document, report or service

✓ Or something else that ultimately creates a backlog of work—hindering your ability to properly service citizens and stakeholders?

Enter lean government

As an improvement philosophy, being "lean" is about eliminating wasteful activities that lead to the inefficiencies above. How? By streamlining how all data and correspondence are managed, thereby reducing the complexity of business operations.

How document & correspondence management technology helps eliminate waste

A document or correspondence management solution can reduce and even eliminate the complexity of business operations:

✓ Identifying unnecessary process steps and activities that are bogging down operations

✓ Providing the ability to remove or modify processes/structures to ensure they function smoothly and consistently

✓ Enabling more intelligence workflow of all correspondence—leading to greater overall productivity

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The critical elements of "Lean" Government Correspondence Management

Interested in driving a lean local or state/provincial governmental organization? Use the following checklist of nine critical elements to propel you towards a "Lean" correspondence management solution:

Accessibility:
Comprehensive WCAG, AODA and 508 compliance for the visually impaired, built into the platform

Auditing and reporting:
Automated recording and time-stamping of every system action

BI and analytics:
Continual visibility of document status through a single pane of glass

Continual insight:
Notifications to ensure deadlines are being met

Controlled access to content:
Easy assignment of rights to any level of user—ensuring compliance and data security

Effortless ingestion and routing of all document types:
Forwarding of records and attachments to the appropriate person or group

No-code customization:
Ensuring all employees can make updates themselves—no level of coding expertise required

Seamless integration:
Leveraging of business systems of all kinds—including CRMs, ERPs, document storage platforms, and more

Un-siloed workflows:
Ability to create, maintain and improve organizational-standard workflows to streamline management, collaboration, tracking, and more

Optimize your government operation

Managing data doesn't need to be time- nor resource-intensive—not with the right intelligent correspondence management solution. Used effectively, document management technology can optimize governments to become leaner by streamlining workflows and process for handling requests—thereby simplifying the delivery of public services to citizens in need.

Are you ready to start your digital transformation journey?

Connect with a WorkDynamics Lean Government Specialist today.

SPEAK TO AN EXPERT

Start your FREE trial today

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