



engage. empower. **evolve.**™

OnBase[®]
a Hyland Software solution



With a primary goal of providing better constituent service, OnBase Government Solutions improve document access, increase process efficiency and support compliance initiatives through an integrated enterprise content management (ECM) system. Governments and agencies worldwide use OnBase to fulfill their responsibilities to those they serve with more ease and effectiveness.

OnBase Government Solutions

- Significantly increase constituent service with greater access to information via Web access of public records
- Allow staff to invest more time on constituents and less on paperwork
- Improve communication and information sharing among and between levels of government
- Enable governments and agencies to use information more effectively to provide better constituent service
- Automatically route documents through approvals and reviews, emulating paper-based processes
- Demonstrate government's forward-thinking philosophies and wise use of funds by implementing technology that lowers operating costs while improving service
- Handle case and customer management, ensuring the correct information is available to the right employees in a single interface, even allowing staff to work on cases simultaneously because documents are now in a central place
- Feature automatic audit trails, document histories and role-based user security, promoting governance, risk and compliance initiatives
- Mitigate impacts of turnover and election staff changes with consistent document management and standardized records handling, especially as many governments are facing the 45/45 dilemma

Moving towards a constituent-focused vision does not require government entities to make extensive changes all at once. Departmental implementations can lead the way towards a long-term view that expands the solution across different departments and levels of government with minimal disruption and expense. Because OnBase integrates with virtually any application, often without complicated programming, users can work from within their line-of-business software to minimize training and culture change.

With this government-wide vision, municipalities, counties and states can realize a fully joined-up government that communicates effectively and works together. Centralized management, standardized indexing taxonomies and a robust security model in departments as diverse as the clerk of courts, building regulations and social service agencies lead to significantly greater value and return on investment. Joined-up governments better meet the needs of citizens with more efficiency, effectiveness, cost management and compliance.

With OnBase solutions, governments and agencies have realized the following benefits:

- A state treasury saved \$12 million in six months with an integrated, Web-based workflow for Supplemental Security Income payment processing
- A state housing finance agency earns \$300,000 a year through a performance-based contract process using OnBase E-Forms and Workflow in a custom Web portal
- A tax, finance and administration solution reduces paper by 90%
- A case management solution increases case load by 37%
- A vital records solution reduces record request wait from two hours to 10 minutes

ECM DELIVERS CONSTITUENT-FOCUSED SERVICE

Although different government organizations require different solutions, OnBase can solve a problem they all have in common: inefficient and cumbersome paper-based processes. Without removing paper and manual processes, it will be nearly impossible for government entities to operate at the speed, budget and convenience that constituents demand. OnBase can convert paper to electronic content ranging from mainframe reports and word processing documents to e-mail and online applications. Entities can then accelerate document retrieval and business processes to keep up with demand.

The OnBase suite has experience across levels and functions of government entities, including

- Affordable Housing and Community Development
- Criminal Justice Information Systems
- Health and Human Services
- Public Works
- Tax, Finance and Administration

OnBase is composed of nearly 100 modules tailored to meet the specific needs of varying organizations. Because OnBase is point-and-click configurable, solutions are highly customizable and rapidly deployable. OnBase can also integrate with hundreds of software applications including finance, case management, CAD (computer-aided design) and judicial applications, often without requiring any scripting. Working in conjunction with legacy and line-of-business systems, OnBase enhances existing applications with additional functionality.

Implementing ECM in these individual areas can lead to a greater adoption of the technology in other agencies as they realize the success that OnBase has brought to the processes and the efficiency of the agency to first deploy. The scalable nature of OnBase also makes it possible to maximize the initial investment, which can lower entry costs for other agencies, overcoming budget constraints and demonstrating wise use of operating funds. The implementation can also make an impression on different levels of government, expanding to include local and state entities.

With OnBase, government departments and agencies

- Provide self-service constituent Web portals for licenses, permits, requests and research
- Streamline processes to deliver products and services more effectively and in compliance with federal, state and agency guidelines
- Ease the sharing of information with central access, while increasing security with role-based authorization
- Enhance collaborative relationships with external and internal resources as well as constituents
- Become virtually “paperless” by converting paper files to electronic documents

“We would regularly get an urgent e-mail from someone in the office asking if anyone knew where a specific file was. There is no way to place a value on having that information available immediately from every office. It was our number one goal, and OnBase definitely fulfilled it for us.”

Jim Loos
Systems Administrator
Lincoln Housing Authority

ONBASE IN AGENCIES AND DEPARTMENTS GOVERNMENT-WIDE

With experience in various agencies and departments as well as government-wide implementations, OnBase is well-equipped to handle any implementation. OnBase also features automatic audit trails, document histories and records management, allowing government entities to comply with strict and evolving regulations.

Affordable Housing and Community Development

Documents and applications in various formats (received via Web, fax, e-mail, physical paper, etc.) can be captured and stored by the OnBase solution, which automates the collection of information and the eligibility determination process. Eliminating confusion and slow approvals and denials, services can be delivered more effectively and case workers can focus more on constituents and less on paperwork. Affordable housing agencies can also use OnBase to monitor files, track inspections, ease Section 8 administration, improve back office operations and increase compliance.

Criminal Justice Information System

OnBase captures documents at their point of receipt, so that police officers can enter tickets from a laptop in their patrol cars or courts can enter transcripts from the courtroom. Information can then be retrieved electronically nearly as soon as they come in. Integrations with numerous police and court applications allow for secure and appropriate access to documents throughout an integrated justice continuum. Sharing documents more quickly and easily avoids time-consuming paper files that can bottleneck justice systems and delay police investigations and court proceedings.

Health and Human Services (HHS)

OnBase helps caseworkers manage their often excessive workloads efficiently and effectively by managing each case file electronically from intake to review to placement. With quick access to case information, agencies can reduce improper benefits claims from human error, inadequate information and outright abuse, which cost the U.S. \$37.8 billion in 2005 alone. With OnBase, agencies can improve processes and cost-effectively speed the delivery of services to constituents.

Public Works

OnBase makes processes in the field, onsite and in the back office more efficient so public works departments can meet constituents' expectations and provide more services on fixed resources. OnBase can integrate with virtually any GIS (geographic information system) or asset management application to allow those in the field or in the office to simply click on a location or object on a map and retrieve related documents. Meanwhile, back office processes can also be simplified and automated for more streamlined accounts payable and receivable processing.

Tax, Finance and Administration

OnBase assists governments in meeting their responsibility to run as an efficient business. Addressing the diverse needs of finance, treasury, administration and executive offices, OnBase proactively reduces fraud exposure, enables quicker access of funds, and demonstrates more accurate and timely information for elected officials. Whether in a recorder's office, assessor's department, human resources or used for meeting agendas and minutes, OnBase is a highly efficient back office solution.

EXPERIENCE PRODUCES SUCCESSFUL SOLUTIONS WORLDWIDE

With extensive experience across the globe, OnBase solutions have been installed in more than 550 governments worldwide. These solutions range from small municipalities to five of the 10 largest counties in the United States to state-wide programs. These state and local governments have achieved

- Interoperable communication both internally and externally
- Self-service constituent Web portals for licenses, permits, requests, research and public access to records
- Improved and enhanced constituent service with instant retrieval of information
- Decreased processing times with automated workflows
- Accountability and transparency for evolving regulations
- Less operational impact during staff changes.

Joined-up governments communicate effectively both within and between state and local government entities. OnBase can organize and distribute information via e-mail, the Web, CD/DVD or physical mail to allow a government to pass information to other governments no matter what system they are using to control documents. This allows different agencies to share information, work together and collaborate with each other at every level.

Programs such as education, transportation and Medicare cannot operate without open lines of communication and shared information between local, state and the federal government. OnBase facilitates the flow of information among and between levels of government to ensure that the right people receive the appropriate amount of help and governments can spend more time on constituents and less on paper-intensive processes.

OnBase Local Government Solutions

With more than 200 county solutions in place, including five of the top 10 counties in the US, OnBase provides greater access to information, faster processing time and better constituent service. Users access this content with a strong security model that can be displayed in a user-friendly and familiar manner that minimizes training and culture change.

Balancing freedom of information with maintaining citizen and government privacy can be complicated, but predefined rules in OnBase automatically allow some information to be searchable while keeping other information extremely secure. Searchable documents are available with a click of the mouse or available via the Web so constituents can access them from anywhere, and secure documents are more reliable and less susceptible to disaster in OnBase.

Whether a single department in a small municipality or a county-wide adoption across multiple departments and cities, OnBase can scale to meet the needs of virtually any local government. OnBase creates a joined-up government by connecting municipal and county departments with focused, tailored solutions.

OnBase State Government Solutions

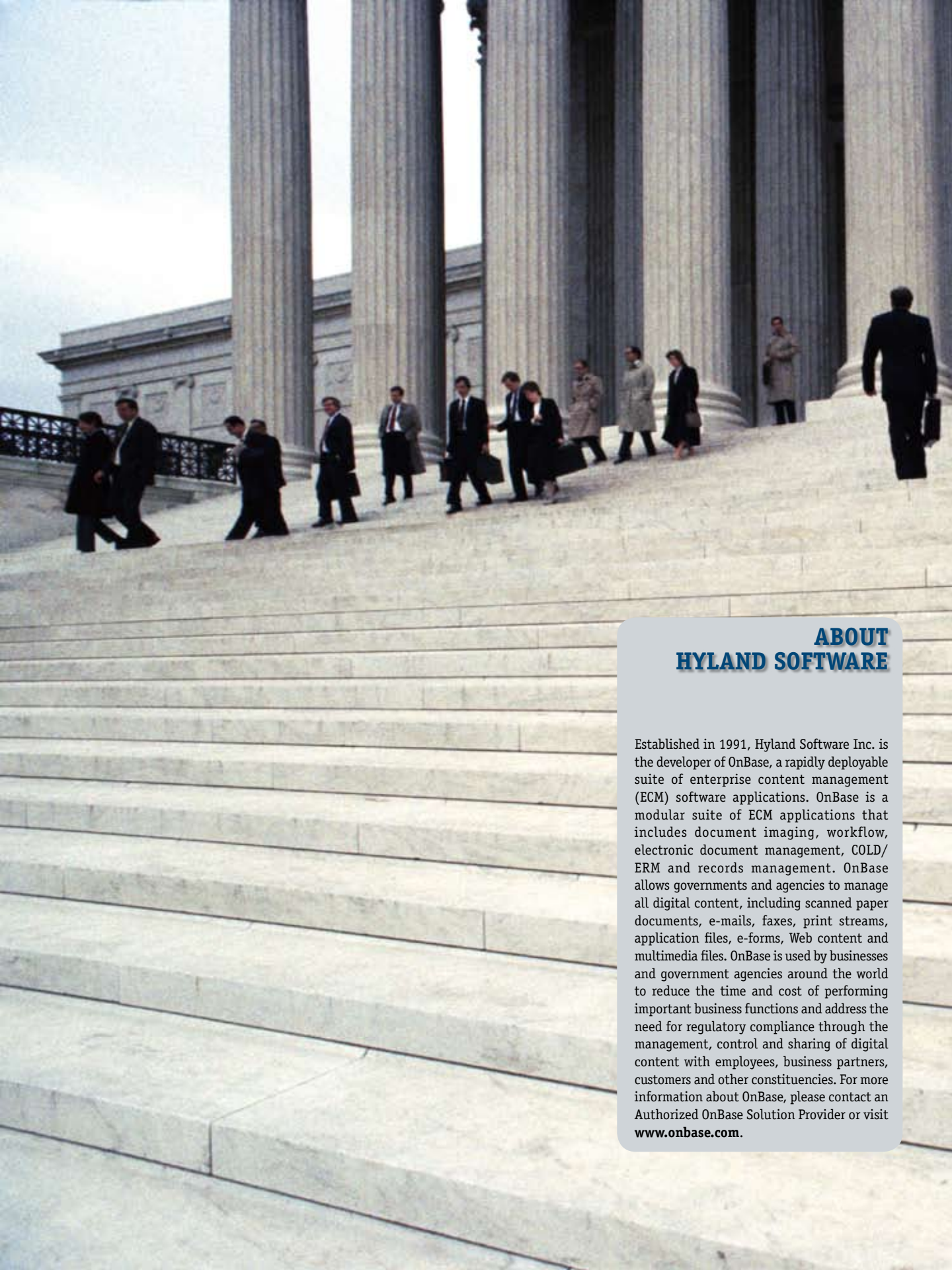
Providing superior constituent service is not accomplished via one agency, but entities at various levels. OnBase allows states to not only manage their own programs and challenges, but to serve as an intermediary for programs on the local and federal level. Communication between these levels keenly depends on state governments, and OnBase makes information available to authorized users across dispersed geographic locations for a fully joined-up government.

Because state governments operate agencies across a larger geographic area, it is important that crucial documents are always available in any location. OnBase facilitates the management, preservation and dissemination of the countless files state services draw on daily. The management of content associated with courts, child support, licensing, transportation, environmental protection and project management are only a few of the concerns of a state government that OnBase can address.

Active in more than 100 state solutions, OnBase is in virtually every aspect of state government and can scale to meet the needs of even the largest agencies. For example, OnBase has been used as a statewide standard in superior and county courts and as an agency standard at a state treasury department.

“We can now scan and index the documents as soon as they are filed and have them available on computers for public access within minutes. The best part is that all of this was possible for actually less than what we were spending for microfilm.”

Patti Capozoli
Supervisor of Transcribing
Allegheny County Register of Wills



ABOUT HYLAND SOFTWARE

Established in 1991, Hyland Software Inc. is the developer of OnBase, a rapidly deployable suite of enterprise content management (ECM) software applications. OnBase is a modular suite of ECM applications that includes document imaging, workflow, electronic document management, COLD/ERM and records management. OnBase allows governments and agencies to manage all digital content, including scanned paper documents, e-mails, faxes, print streams, application files, e-forms, Web content and multimedia files. OnBase is used by businesses and government agencies around the world to reduce the time and cost of performing important business functions and address the need for regulatory compliance through the management, control and sharing of digital content with employees, business partners, customers and other constituencies. For more information about OnBase, please contact an Authorized OnBase Solution Provider or visit www.onbase.com.



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