Enterprise Content Management (ECM) technology is transforming how government delivers services. With ECM, government can automate many of the monotonous and tedious document management tasks. This shift allows agencies to focus on verifying certain compliance procedures, improving internal processes, allow for simultaneous review and prioritize work for employees. If you are unfamiliar with ECM, be sure to check out GovLoop’s previous infographic to learn all about ECM: Exploring Enterprise Content Management Software. By taking a deep-dive look at workflows, it’s clear that ECM is the engine that propels government agencies to prepare for engagement with the future constituent.

1. Capturing Information
Preparing for the Future Constituent

As constituents, we provide documentation to government agencies in a variety of different ways. No matter how information is received, ECM captures documents to provide new efficiencies for an organization. We expect to engage with government over the web, mobile, and access documents and information anywhere, anytime.

2. Managing Content
Improving Service Delivery Through Workflow Efficiency

After ECM captures information, documents are managed through automation. With ECM, captured information can be routed to designated employees via email to distribute and prioritize work. When documents are submitted for typical government processes like a license, permit or loan, simultaneous review can occur as each government employee is provided the documents needing approval and related documents are automatically kept together so staff has all the information they need to do their job.

3. Re-Imagining Government

ECM prepares government for the future constituent and redefines how constituents engage with government. With ECM, the improved internal workflow allows employees to focus on crafting a modern and efficient government, serving the complex needs of constituents.