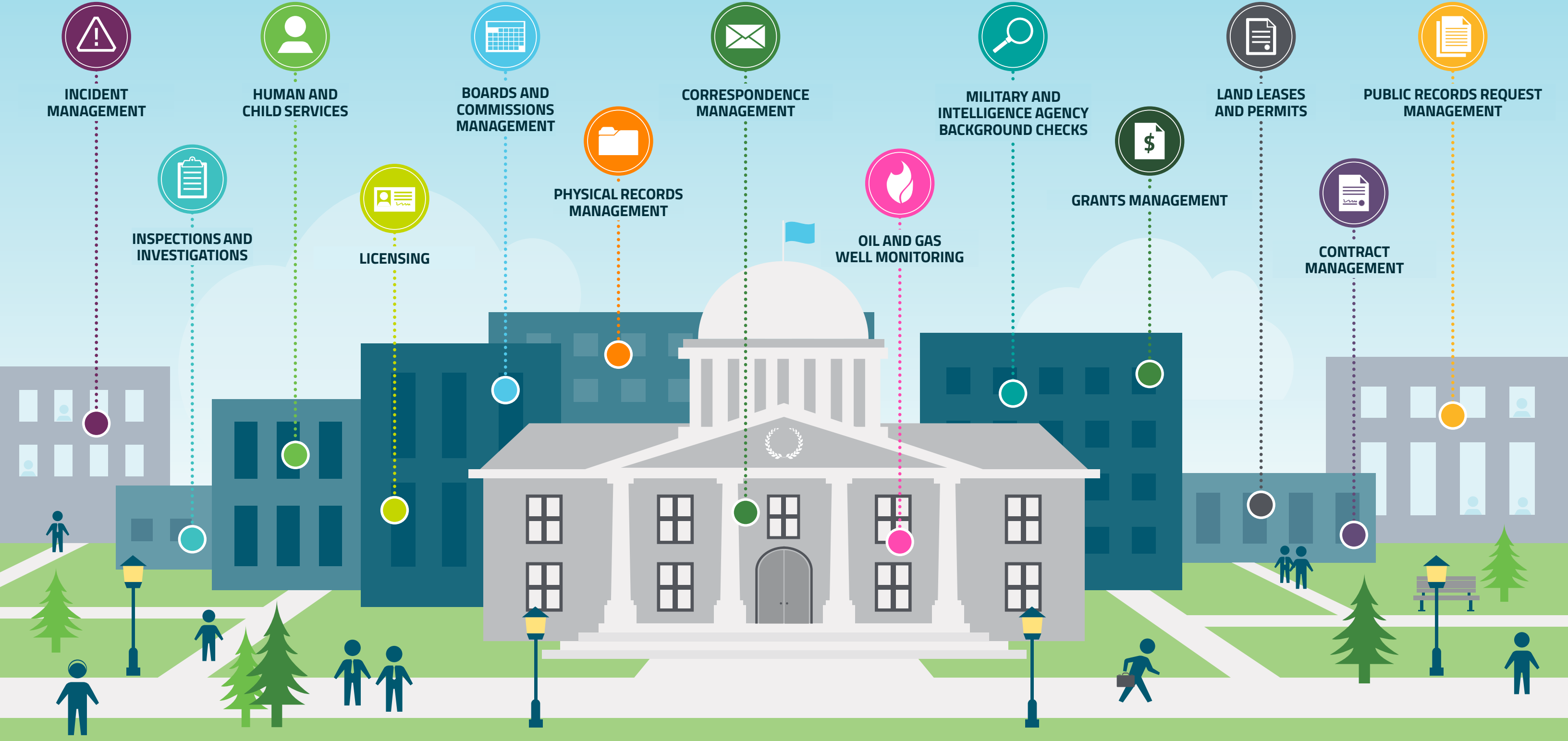# CASE MANAGEMENT SOLUTIONS IN GOVERNMENT

One enterprise information platform to empower staff and improve constituent service across government

INCIDENT MANAGEMENT

INSPECTIONS AND INVESTIGATIONS

HUMAN AND CHILD SERVICES

LICENSING

BOARDS AND COMMISSIONS MANAGEMENT

PHYSICAL RECORDS MANAGEMENT

CORRESPONDENCE MANAGEMENT

OIL AND GAS WELL MONITORING

MILITARY AND INTELLIGENCE AGENCY BACKGROUND CHECKS

GRANTS MANAGEMENT

LAND LEASES AND PERMITS

CONTRACT MANAGEMENT

PUBLIC RECORDS REQUEST MANAGEMENT

One platform **Unlimited potential**

OnBase®
by Hyland

CASE MANAGEMENT SOLUTIONS IN GOVERNMENT

When agency and department demands outpace IT's capacity to meet them, process managers take decisions into their own hands. Unfortunately, every new application in your portfolio adds time, cost and risk that IT must manage, integrate, replicate, secure and maintain. The cycle goes on and on. Jump off the merry-go-round and invest in a case management platform that supports the creation of new solutions across government in a low-code, rapid application development environment.

The following are just some of the ways you can use a case management platform in the world of government:

INCIDENT MANAGEMENT:

Report on and track the resolution of incidents and other complaints from constituents or employees. This helps your agency ensure compliance as well as timely incident resolution.

INSPECTIONS AND INVESTIGATIONS:

Empower your field staff with remote access to necessary documents, information and required e-forms for site visits, no matter if it is to sinpect bridges, restaurants, childcare facilities or incident sites. Office staff have immediate access to inspection results the instant they are submitted.

HUMAN AND CHILD SERVICES:

From Child Support Enforcement to your Board of Developmental Disabilities, case management enables you to connect your systems and enter all relevant data pertaining to an existing case for quick, accurate decision making.

BOARDS AND COMMISSIONS MANAGEMENT:

Manage the appointments and elected positions on government boards and committees. Track the appointment history of every one of your board members.

LICENSING:

Replace the old or inefficient applications currently used to approve and track licensees with a single, centralized licensing system. The flexibility of the platform enables flexibility in the type of license or process you want to manage.

PHYSICAL RECORDS MANAGEMENT:

Use your case management solution to build an application thatsupports the tracking of physical records at your organization. This simplifies the hunt for informationand makes traversing filing cabinets a much more manageable task.

CORRESPONDENCE MANAGEMENT:

Case management enables you to automate the creation of correspondence around specific events. When a scheduled event takes place, this application can automatically send out an email correspondence to the right people – whether they work inside or outside of your organization.

OIL AND GAS WELL MONITORING:

Enables government agencies to easily track data surrounding oil and gas wells and share this information with private organizations.

MILITARY AND INTELLIGENCE AGENCY BACKGROUND CHECKS:

Simplify the completion of background checks by pulling in all related documents and information surrounding a specific case/individual.

LAND LEASES AND PERMITS:

Track leases, permit applications and data and connect them to required document submissions. Create a workflow solution that matches your process and manages all relevant data and documents that staff need to do their job.

GRANTS MANAGEMENT:

Use case management to control the data, processes and documentation for the various grant funds you are awarding and expending in your community. And, with these solutions, you eliminate paper, filing, copying and storage. Instead, provide field access to content for site visits and audits.

PUBLIC RECORDS REQUEST MANAGEMENT:

OnBase case management simplifies request submission and fulfillment. From online request capabilities and comprehensive record searches to digital delivery, OnBase improves the process from beginning to end.

CONTRACT MANAGEMENT:

OnBase provides tools to manage contract creation, review, distribution and renewal. With configurable options, OnBase manages diverse contract types and tasks, integrates with key accounting and ERP solutions and provides reporting dashboards to review and evaluate contracting processes – increasing transparency.

For more information, visit **OnBase.com/Government »**

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Process focus. Excellence.

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