

# EMC Documentum ApplicationXtender for the Public Sector

## Driving efficiencies and service improvement by transforming paper-based processes

### The Big Picture

- Reduce operating costs by automating manual tasks to capture, organize, and deliver images, documents, reports, and other business-critical information
- Enhance the quality of decisions, increase customer service levels, and reduce caseloads by using Microsoft Office desktop applications and Microsoft SharePoint
- Use Windows-based tools to centrally configure and manage application resources such as templates and repository parameters, storage devices, and business rules
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- Accelerate processes through the use of predefined case workflows with built-in records capture, retention, and disposition rules
- Integrate directly with EMC Centera for cost-effective retention, protection, and disposition of fixed content

Federal, state, and local governments today face a host of conflicting pressures. Declining revenues are forcing agencies to contain expenses, yet demands from citizens, businesses, political officials, and regulators continue to escalate. The notion of “do more with less” has been tried, and while it has achieved some results, government organizations have reached a point where they now need to do some things “differently.” The solution to this seemingly impossible situation is a concept called connected government.

What is connected government? Essentially, it is a set of interwoven technology-enabled business processes that enable state and local government agencies to respond to growing cost pressures and spiraling service demands. This is achieved by managing digital information, and doing so in a collaborative environment.

Connected government agencies collect, store, share, and retrieve information electronically. Paper is largely eliminated—and what remains is quickly digitized and indexed. Internal workflows are streamlined and automated, ensuring that proper procedures are followed and that timelines are met. Citizens and businesses interact with connected government agencies electronically via secure portals. Connected government agencies safely and appropriately share information among departments and with other agencies. And, they use information dashboards to give managers better insight into internal operations and to give citizens better visibility into government effectiveness.

### Why you need to connect

The impact of connected government is transformational and far-reaching. Connected government agencies can reduce expenses, minimize risk, and eliminate inefficiency in handling huge volumes of physical documents. They no longer need costly real estate for storing mountains of paper files, and they can comply quickly and reliably with legal reporting and regulatory mandates. But as state and local governments transition from paper processing to digital content management, they don’t just get more efficient, they get better. Staff at connected government agencies quickly access vital information and collaborate with their peers. They can access single views of citizens and businesses that span multiple programs and organizations.

These capabilities produce fundamental benefits, like better outcomes for social services, more accurate revenue collection, safer streets, expedited court cases, and more. Connected government agencies also meet citizen expectations for speed, convenience, and government transparency. They allow citizens and businesses to conduct a wide range of government transactions via secure web portals, and because the information is digital and many routine workflows are automated, government transactions happen as quickly and accurately as purchases from popular online retailers.

## Instant document management for the public sector with EMC Documentum ApplicationXtender

With EMC® Documentum® ApplicationXtender®, government organizations can capture, organize, route, deliver and archive business-critical information such as birth certificates, drivers' licenses, property records, and more. ApplicationXtender is easy to implement, integrate, and manage, providing instant, role-based access to content from either a desktop interface or web browser. It is the market-leading document management solution for mid-size organizations and departments.

ApplicationXtender provides out-of-the-box capabilities that allow government organizations to quickly create “electronic file cabinets” to capture and store all paper-based records, requests, and forms in a digital format. Built on a central repository, ApplicationXtender enables quick access to information from a browser or desktop interface. Now, government organizations satisfy citizen requests for information more quickly, efficiently, and accurately than ever before. Most importantly, government workers can make more informed decisions with a more integrated view of citizen information. They can improve service to their citizens with faster, more comprehensive responses to inquiries, because they can access all relevant history and related information in one place, through a simple search query. Critical information is no longer stored somewhere in an obscure file folder or lost between departments.

Based on an easy-to-use Microsoft® Windows® .NET-optimized system, ApplicationXtender can be quickly deployed through a network of value-added partners in the Microsoft environment. End users can easily access document management technology from familiar, easy-to-use Microsoft Office business applications, including Microsoft SharePoint®, with little to no training and limited requirements for IT departments. Governments at all levels of society can benefit from a unified platform that aggregates, manages and archives all paper and electronic information, and presents it via an intuitive user interface.

### Time and cost savings

EMC ApplicationXtender solution for public sector cost-effectively scans paper records of all kinds and stores them in an easily searchable electronic file cabinet. With the ApplicationXtender solution, dispersed government functions, such as finance, accounting, and records departments can manage hundreds of gigabytes of documents and scan tens of thousands of documents monthly.

All of the information—records, e-mails, claims forms, and other documentation—is stored, managed, and archived within ApplicationXtender. Government workers can easily share this information across geographically dispersed departments and can locate relevant information, at their fingertips.

By making images of critical documents readily available, your government organization can also eliminate delivery costs and time delays associated with shipping and carting documents from different locations. Governments at all levels of society no longer have to pay to have files hauled back and forth nightly, and critical records can be viewed at any time—right from the desktop, browser, or even a SharePoint interface, from any location. In addition, eliminating the need to file and retrieve paper will save many person-hours, eliminating the need for several staff people and freeing up time for more value-added activities.

### Beyond capture of paper records

In addition to managing documents, ApplicationXtender features workflow management functions that enable organizations to automate processes and leverage automation to significantly reduce manual steps and improve cycle times. ApplicationXtender Workflow Manager is an easy-to-use, yet fully enabled workflow solution, featuring process and forms design, workflow management, and analysis tools. Workflow Manager enables solutions to fully control processes within the ApplicationXtender environment and to easily integrate with existing business applications. Workflow Manager offers complete capabilities for creating solutions designed to improve efficiency in document-based business processes.

ApplicationXtender has comprehensive integrations into third party applications, be it user interfaces, storage systems, record management capabilities, or even media conversion and distribution capabilities.

ApplicationXtender also includes comprehensive retention management capabilities. Retention management functions enable organizations to easily configure document retention and disposition policies to mitigate risk and ensure that compliance goals are met. The policies can be easily defined and are automatically enforced in the background to ensure that documents stored within the electronic file cabinet are managed appropriately.

Beyond the ApplicationXtender retention policy management system, ApplicationXtender also integrates with EMC Centera®, the market-leading data archiving platform. ApplicationXtender administrators can easily configure retention policies without the need for separate management applications or interfaces, making this solution ideal for public sector agencies that need to enforce policies for information protection and authenticity.

## Summary

Automating manual, paper-based processes can provide government organizations at all levels of society decreased operational costs and faster time to information, which enables them to provide more accurate and complete information to concerned citizens in a more efficient manner. EMC Documentum ApplicationXtender provides an instant document management solution—from capturing to processing to delivering information. Government organizations can not only eliminate vast quantities of paper, but save countless person-hours, increase productivity, and eliminate delivery and storage costs.

## About EMC

EMC Corporation (NYSE: EMC) is the world's leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC's products and services can be found at [www.EMC.com](http://www.EMC.com).



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### Take the next step

To learn more about EMC ApplicationXtender, visit [www.EMC.com](http://www.EMC.com) or call 800-607-9546 (outside the U.S.: +1-925-600-5802).