



# PUBLIC SECTOR SOLUTIONS



## TRANSFORM DOCUMENT INTENSIVE PROCESSES TO IMPROVE OUTCOMES

Public Sector agencies are often forced to rely on aging systems that no longer support their operational needs. GRM Information Management's solution for the Public Sector modernizes outdated document- and data-intensive processes to transform service delivery. Our cloud-based business process optimization (BPO) solutions help agencies increase operational efficiency of service providers and citizens in need. And, it compliments your investment in existing systems/technology by seamlessly integrating with legacy systems.

## AUTOMATE MANUAL TASKS

Among its many benefits, our solution helps agencies achieve unprecedented levels of productivity. For instance, our easily customized iForms (intelligent forms tool) and automated workflows help government offices optimize operations. These workflows include auto classification of forms to promote one touch processing and faster, better decision making.

Self-service components offer citizens an easier, faster and more convenient experience, while eliminating the need for staff data entry and reducing associated clerical errors. And iForms speeds up the collection of data by auto populating fields and data based on customizable contextual information. The technology is even available offline through our proprietary FieldForms.



Additionally, our ECM solution offers easy-to-read dashboards and analytics that deliver superior perspective and insights to agency management, helping guide future decisions.



## LICENSING & PERMITTING SIMPLIFIED

A modern solution that optimizes document and data-intensive processes, our BPO solution delivers improved overall operations by automating staff-intensive manual processes and reducing errors associated with a host of tasks such as licensing, permitting, case management, routing and reporting.

And, because our cloud-based platform extends system access directly to your employees, contractors, service providers, partners and citizens, everything from enrollment to licensing to complaint management is infinitely easier and more efficient than ever before.

## BETTER OUTCOMES FOR CITIZENS AND YOU

Smarter automated digital processes yield better outcomes for you, service providers, partners and citizens. By extending software access to multiple parties, eliminating manual processes and employing technologies that simplify data collection and reduce errors, GRM's BPO solution can help revolutionize your agency's operational efficiency.

Whether responding to FOIA requests, investigations, claims or complaints, processing and response time is reduced dramatically. And all of these processes can be tracked and managed at every stage – from their initiation to their desired conclusion. Ultimately, your agency and departments will be more productive and positioned to provide timelier and more effective service to partners and citizens.

