



What is ECM and Why is it Important to Tribal Government Efforts?

Organizations are increasingly turning to enterprise content management (ECM) software to handle the documents and processes needed to deliver services and improve their communities. ECM software is helping Tribal Nations manage documents, automate processes and deliver better services to their members. With ECM, you can accelerate processes, deliver services in a cost-effective way and enhance and support compliance requirements for programs and funding. Content managed by ECM includes paper and scanned documents, electronic forms, emails, photos, videos, data streams or even screen shots. Preserving the vital records of tribal membership, cultural heritage, infrastructure projects, history and more is a central benefit of deploying an ECM solution.

ECM can link documents to your other programs by connecting existing departmental systems and databases - such as enterprise resource management, casino management systems, accounts payable solutions, human resource systems, healthcare systems, asset management solutions, court or human services case management and law enforcement incident report management systems — to a central ECM document repository, extending the value of these existing software investments. Instead of working back and forth between various systems and paper files, employees retrieve an electronic copy of a document with one click, accessing a virtual file instantly.

This whitepaper will explain how tribal governments benefit from using ECM technology. We give examples of how ECM can improve business processes, and identify long-term trends that are impacted by ECM. Finally, we provide tips on how to start an ECM deployment and explain how to select the best ECM solution.

Why Use ECM Software?

It's no secret that tribal government is drowning in paperwork. In times of ongoing fiscal crisis, it's tempting to move innovation to the back burner. But technology can actually help tribal governments survive and thrive in leaner times. ECM is a wise investment because it puts tribal agencies back in control of their documents.

ECM Applications

Agencies at all levels of tribal government can take advantage of ECM software to gain control of their paperwork and related processes.

Human Resources

ECM in human resources reduces costs and streamlines workflow by eliminating carbon triplicate and other printed forms and the need to file or destroy these forms later. Employee Health and Credentialing can also be managed with an ECM solution.

Financial Administration & Accounts Payable

When integrated with ERP, ECM can speed invoice processing and payment in accounts payable and receivable by reducing the need to route paper between departments and offices. ECM prevents document loss and puts supporting documentation alongside an invoice or purchase order for more efficient processing. Financial administration ECM users have experienced as much as 80 percent reductions in processing times and 70 percent lower processing costs.

Central Services & Administration

ECM lets administrative offices shift personnel from basic level paperwork functions to higher-level work tasks by streamlining administrative functions such as public records requests, agenda management, property valuation appeal, and business permitting and licensing.

Legal & Contract Management

An ECM platform provides you with a single repository to store contracts, providing employees with instant access to the information they need to work with the contracts throughout the contract life cycle. Edits are fully tracked and recorded, providing a full history of what was changed, when, and by whom. Completed contracts can then electronically route through the right approvals automatically and the appropriate approver can use a digital signature to execute the document.

Tribal Council Agenda Management

ECM transforms your tribal council meeting process by managing pre-meeting tasks, providing key tools for your meetings, simplifying the minutes-creation process, as well as providing video streaming options. Agendas, packets and minutes can be produced and shared faster, while easily managing reviews and approvals.

Casino Management

Gaming Management, Compliance, Gaming Floor / Operations, Incidence Reporting, and Audits can all be better managed with an ECM solution.

Health & Human Services

Using an ECM system in healthcare helps you find the information you need, it controls that information, and furthermore, makes it work for you. With the use of an ECM system, information is readily available to clinicians and staff within the applications that they already know and use. An ECM solution also drives improvements in patient care and service while reducing operational costs. It can be deployed within Hospitals & Clinics, Behavioral Health, Case Management, Dental, Optical, Pharmacy, Long Term care, Insurance, HIPAA Compliance forms, Employee Health, and Housing Assistance.

Judicial Department

Tribal courts use ECM to connect key documents with case management solutions, provide audit and security trails, and automate the redaction process. Public safety departments integrate ECM with incident report management solutions to manage paperwork created by officers, and store it in conjunction with supporting documents and files. And correctional facilities manage compliance by securing documents, automating document retention, demonstrating use of funds, and performing internal audits.

Public Housing/Health & Human Services

ECM speeds up tasks such as patient intake, eligibility determination and re-certification. ECM has contributed to reducing client intake and eligibility determination decision times by half and has helped agencies meet existing workloads despite staff reductions of as much as 40 percent. A key benefit is the ability to connect multiple assistance programs and case management systems, which eliminates repetitive application completion while securing documents with confidential information.

Planning & Public Works

Planning and public works agencies use ECM with existing IS, asset management and other solutions to provide seamless electronic access to the documents, maps, photos, video, audio and historic papers that employees access every day. ECM users in public works departments have reclaimed staff simply by eliminating the filing duties, reducing the amount of time spent filing by 66 percent and using that time for other tasks like direct constituent service.

Long-Term Trends

Besides delivering immediate short-term value, ECM helps government agencies address several broader government trends for the long term: shared services and collaboration, member self-service, open government/transparency and ongoing government cutbacks.

Shared Services & Collaboration

Many nations have multiple departments that provide services to the same member. For example, a single member may receive multiple services from different departments in public housing and health and human services agencies. ECM enables the creation of a common, centralized core of documents that can be shared among departments, agencies and jurisdictions

to reduce costs and streamline document-based processes. Moreover, shared service models - and their cost savings - between jurisdictions, departments and agencies can be supported, helping to enhance the affordability of an ECM solution.

Member Self-Service

ECM enables member self-service portals via onsite kiosks, internet access and mobile device delivery. Self-service frees staff from low-value tasks such as looking up and making copies of public records. By giving members control of the task, ECM owners wait times and increases satisfaction. It also streamlines revenue collection for these services.

Open Government/Transparency

ECM supports open government and transparency initiatives. For example, it can be used in conjunction with agenda assembly and video minutes systems to create a comprehensive open government solution for public records access. ECM connects relevant documents with video and audio files, allowing agencies to create a constituent portal that provides public records 24/7 via the Internet.

Ongoing Tribal Government Cutbacks

The current financial conditions show no signs of abatement in the near future. In the event of additional budget and staff cuts are on the way, ECM helps reduce the impact. By deploying ECM throughout the tribal operations over time, agencies become leaner and more efficient in response to continuing downsizing pressure.

How to Get Started

Forget niche solutions. A cheap departmental solution or an add-on to your departmental data system might hit the pricing sweet spot, but too often these solutions cannot scale and lack important functionality, such as automatic redaction or indexing. Choose a solution that is truly scalable, that can meet each department's specific needs and can also grow - from 1 to 25,000 users or more - to maximize your savings and the reach of a common document repository. You'll experience the most benefits when you can share documents and information across the organization. You can always start with one or two departments and scale up as budget allows. Decide how to roll out the solution by first evaluating your organization's priorities:

- **Easy win** - Do you need to establish immediate credibility for ECM technology? Human resources is a good place to launch an ECM deployment, because many applications have a cross-departmental impact. Starting an ECM deployment in human resources helps expose all staff to the benefits of ECM.
- **Most paper** - If reducing the volume of paper is your primary goal, consider starting with paper-heavy departments such as accounts payable or agenda management. Converting a single department will have a tremendous impact and create a success story to share across the tribe.
- **Biggest cutbacks** - ECM helps relieve departments that

have experienced big cuts in budget or staff, yet face the same workload. The department will save money and time by eliminating printing, filing, copying and other low-value, paper-related tasks

- **Recent changes** - Departments with huge amounts of staff overtime and newly created volumes of paper or customer complaints due to changes in time frames, requirements or economic conditions may be a logical place to begin an ECM deployment. An example is when the assessor's office experiences a change in the volume of property re-evaluation requests due to real estate market fluctuations.
- **Available funding** - When deploying or expanding ECM solutions, consider departments that have enough funding to support further expansion down the road.
- **Compliance nightmares** - Begin your ECM deployment with a department that is struggling with compliance issues, such as health and human services, casino management, or public housing.

After you've decided where to begin your ECM deployment, the following steps can help you identify the information management needs of each department:

- **Identify paper-dependent departments and processes.** ECM will have an immediate impact by eliminating filing, paper-shuffling, photocopying, printing and paper records storage.
- **Identify cross-departmental paper-bound business processes.** Such horizontal applications show all employees the benefits of ECM and create organization wide workflow improvements. Examples include invoicing and vacation requests.
- **Look for documents that fuel transparency initiatives.** Examples include agendas, meeting minutes, contracts, payroll, time sheets, and other records that shed light on government spending and decision-making.
- **Look for documents that fuel member self-service.** Start by determining the documents most frequently requested by the public.

- **Identify departments that are doing better financially.** For example, casino management has a dedicated funding stream so look for processes within there to automate first.
- **Establish metrics for return on investment (ROI) that measure both hard costs and soft improvements.**

Evaluating an ECM Solution

When choosing an ECM solution, look for a stable, long-term vendor with a successful track record of public sector deployments.

The best ECM solution will:

- Address identified information management needs, meet staff and workflow requirements, and include appropriate workflow automation tools
- Enable shared services, member self-service and open government/transparency initiatives
- Include options for software customization, if needed; be sure to understand the cost of customization
- Include software maintenance and upgrades in cost
- Rely on a single code base; be careful about solutions that have been cobbled together through acquisition and multiple vendors; complicated code makes products harder to deploy and increases integration challenges
- Include vendor-provided training options for future redesign, expansion and deployments
- Be expandable and scale easily from one to multiple departments
- Have flexible technology options, including cloud-based or on-premise software-as-a-service (SaaS) solution options that are sharable among multiple entities
- Have flexible licensing options, to allow response to new budget realities, new deployment options such as shared services and expansion to the enterprise
- Include easy-to-use integration tools that address evolving integration needs; make sure you know the cost to integrate databases and applications

If you would like to explore how Naviant is working with your tribal government peers, please contact Jen Barnum at 888.686.4624 or visit our website at naviant.com/solutions/tribal-government.