


Softdocs



**Empowering Local Government
with Electronic Forms,
eSignatures, and Workflows**

Your Digital Transformation Starts Here

Forms, eSignatures, and workflows are the backbone of your agency. Departments like HR, Finance, Records Management, Public Works, and many others rely on the secure storage and management of data and documents. Whether it be managing work orders in Public Works, Day Care facility inspections, or applications for public assistance, the move towards digitizing documents reduces the manual labor needed for these processes and enhances efficiency—which translates into significant cost savings for city and county governments.

The argument for migrating from a legacy document management system—or moving away from physical paper—isn't about adding unnecessary bells and whistles. It's about making sure you have the functionality, security, and power you need to keep pace with the evolving needs of your organization.

On Prem vs. Cloud

Cloud-based process automation doesn't just allow people to immediately retrieve the content they need to answer a question or fulfill a request. It transforms and optimizes how departments and agencies function day-to-day.

When city and county employees no longer spend hours on manual tasks and countless workdays managing on-prem software applications, they have a greater opportunity to mitigate inefficiencies, streamline processes, and better serve their communities.

Is your legacy solution up to par with modern-day standards? Let's find out.

“

We were nervous, because nobody likes change. Moving from paper to electronic was a pretty major culture shift. We were bracing for harsh impact, just because of the size of the change. But people were very pleased, and we continue to have many requests for more forms. I was pleasantly surprised.”

MontE Christman

Executive Director of Information Technology

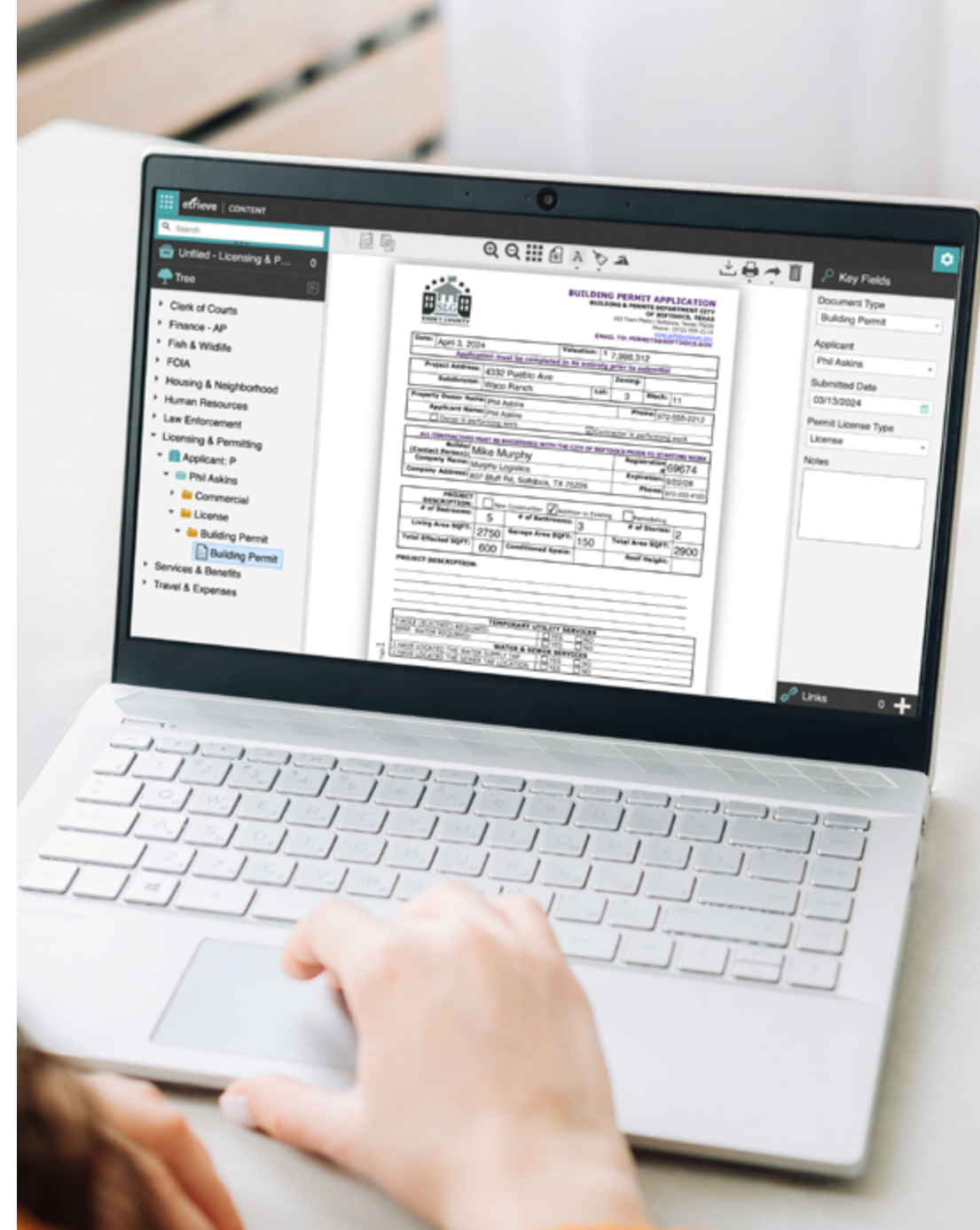
Faster with eForms

Electronic forms allow you to collect required information to initiate a wide range of processes. They can be made available to employees, residents, vendors, and others in an online format easily accessible on web pages, mobile devices, portals, and software applications.

Over the past decade, eForms have been increasingly used by credit card companies, subscription-based services, hotel reservations, events for ticket purchases, sports registration, and much more. Their adoption in local government is now happening in earnest as people have grown highly accustomed to using them.

More organizations are realizing the ease and long-term benefits of transitioning from paper forms to eForms, making daily processes significantly more straightforward, secure, and error-free.

Mitigating the risk of human error means a smoother experience and much less work for your staff. By integrating an advanced eForm solution with your core applications, you can improve form completion and accuracy by allowing the systems to automatically populate form fields.



Legally Binding with eSignatures

We all know the time required in processing paper forms—from the DMV to work contracts and everything in between. When you are a business professional on the other side of that paper form, you face a process that can be slow and riddled with errors.

Several forms-driven processes in local governments require multiple actions and can cause significant delays when time is spent chasing down signatures. With electronic signatures, you have an efficient and legal way to get electronic forms and documents authorized quickly.

Esignatures associated with secure, customized eForms have been legally binding since the United States Electronic Signatures in Global and National Commerce Act (ESIGN) passed in 2000. ESIGN ensures that eSignatures are legally valid in every state where federal law applies.

This means the technology used to capture signatures must encompass four key requirements:

- Intent to sign
- Consent for electronic business
- Association of an electronic signature and electronic record
- Record retention



Work Smarter with Workflows

Local government agencies typically have some sort of document or content management system, but they are benefiting by upgrading from legacy, on-premises systems to cloud-based technology that's more secure, more accessible, and easier to manage.

It's a huge step forward when your agency or department can quickly and efficiently organize, index, retrieve, and manage all your organization's content—and know that your data is protected by industry-standard security protocols such as SOC 2 Type I and II.

Workflow automation allows your employees to engage in processes crucial to daily tasks and enable more responsive service, faster turnarounds, and the ability to better deal with peak times of the year.

Imagine being able to tackle an influx of requests without needing to add resources or feel overwhelmed. That's the meaningful difference a modern-day process automation solution makes.



Cybersecurity and Access Control

Bringing your document management and process automation needs together in a single system improves data security because it's easier to safeguard against ransomware and other cyberattacks.

Unlike legacy systems, which often comprise disparate niche on-prem systems, today's software and services platforms bring together document management, workflow, eForms, and eSignatures into a single, centralized, cloud-based platform.

The result is a more secure and customizable approach to how content is captured, organized, accessed, routed, and stored.

Aside from the data security benefits, centralizing documents, forms, and data brings significant process efficiencies. Document management and workflow systems that integrate with ERP and other core applications bring many information sources into a single source of truth, allowing employees to work more efficiently and answer inquiries with speed and confidence.



Increase Reliability with the Cloud

While larger organizations have the advantage of utilizing dedicated IT resources, smaller agencies typically have a handful of professionals who juggle the management of many different IT/IS systems. Along with handling support calls, they oversee installation, maintenance, and upgrades to every application.

A legacy system with many moving parts is often unreliable and requires constant upkeep, adding time and cost to the equation. This is time-consuming for IT/IS staff with limited resources and takes focus away from projects that deliver increasing value to your agency.

If a legacy system vendor decides to sunset their product, the responsibility falls to internal IT/IS teams to continue support, create workarounds, or seek out third-party consultants.

Modern document management systems eliminate many of these challenges. They are more stable than legacy applications and promise more uptime. Cloud-based platforms also offer greater data security and operational efficiencies, as user data is stored and managed offsite rather than requiring on-premises servers.

IT leaders in local government in search of disaster preparedness and recovery strategies are increasingly turning to cloud-based applications, knowing they can more effectively manage costs and resources, while also better maintaining business continuity.



The Process Automation Platform for Cities and Counties

Softdocs is the cloud-based document and process automation application for city and county governments. It can be easily deployed to every department across your organization to automate and expedite any number of processes. With single sign-on (SSO) functionality, Softdocs provides automatic authorization and eSignature compliance. User-assigned privileges and a detailed form history ensure that collected eSignatures are valid and compliant with the ESIGN Act and the Uniform Electronic Transactions Act (UETA.)

With this extra layer of security, you can be confident in the validity of who is submitting forms or documents and have peace of mind in knowing there is an automated audit trail of all actions.

Don't let legacy document management or physical paper hold back your local government operations.



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