OPENTEXT

OpenText Constituent Services for the Public Sector

Improve constituent experience, service, and quality with secure, compliant delivery anywhere, anytime

Citizen services are the heart of government, large and small. Enabling citizens to access services online or through mobile devices has transformed government across the globe. OpenText Constituent Services for public sector organizations provides a quickly and easily implemented citizen-centric solution for delivering government services and receiving payments. For citizens, the technology provides unprecedented transparency into the status of programs and services.

For agencies, assembling a constituent-centric view of programs offers additional insights for streamlining, consolidating, and improving service delivery and the information to anticipate new needs or detect fraud or abuse. Give citizens and employees the tools they need to engage and serve more efficiently. Reduce costs, improve responsiveness, and increase constituent satisfaction with OpenText Constituent Services.

Experience benefits from a seamless engagement platform

Based on their experience with companies, your constituents expect instant availability of and access to information—as well as responsiveness. As your agency continues to grapple with tight budgets and staff cutbacks, it makes sense to rely on low-cost internet, social, and mobile technology channels.
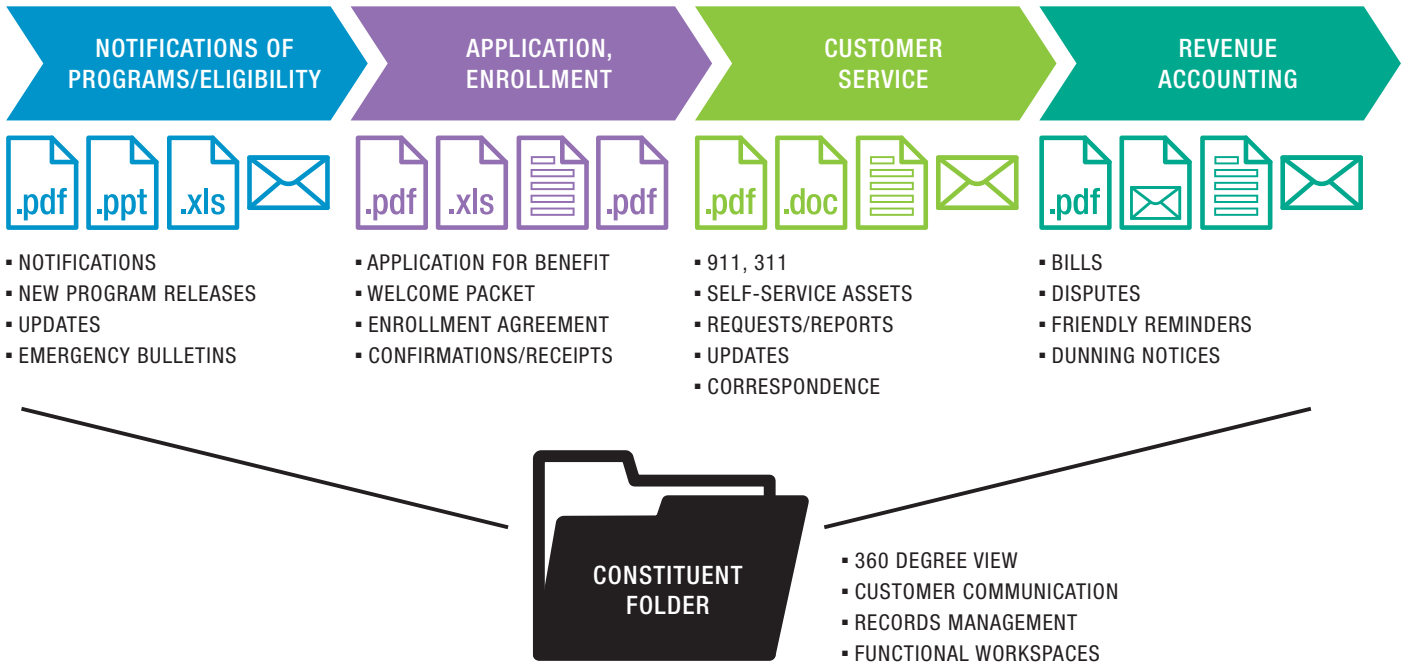
Delivering true digital government requires a platform that aggregates programs, processes, and information into a single public interface, connecting personnel and information across departments and agencies on the back end.

OpenText Constituent Services offers a unified citizen portal for a variety of services. It provides tailored constituent-centric case views of individual/family services and role-based views for managers and employees. The solution automatically compiles program metrics for account-ability, program evaluation, and continuous improvement. More effectively manage your agency-constituent relationships, while enhancing services and developing diagnostics for future planning.

BENEFITS

- Increase constituent engagement, trust, and satisfaction with an interactive, citizen-centric portal for program delivery
- Reduce servicing time; build and continuously improve processes rapidly (within hours) without requiring development support
- Boost productivity and keep service quality high using an integrated, centralized system for managing information within and across departments and agencies
- Minimize cost and technology investment with a solution that is rapidly configured and deployed
- Reduce risk by managing information securely in accordance with privacy protections while increasing transparency
- Gain a consolidated view of the customer through unified program information and transparent delivery

For more information, visit: http://www.opentext.com/What-We-Do/Industries/Public-Sector

OPENTEXT

| NOTIFICATIONS OF PROGRAMS/ELIGIBILITY | APPLICATION, ENROLLMENT | CUSTOMER SERVICE | REVENUE ACCOUNTING |

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- NOTIFICATIONS
- NEW PROGRAM RELEASES
- UPDATES
- EMERGENCY BULLETINS

- APPLICATION FOR BENEFIT
- WELCOME PACKET
- ENROLLMENT AGREEMENT
- CONFIRMATIONS/RECEIPTS

- 911, 311
- SELF-SERVICE ASSETS
- REQUESTS/REPORTS
- UPDATES
- CORRESPONDENCE

- BILLS
- DISPUTES
- FRIENDLY REMINDERS
- DUNNING NOTICES

CONSTITUENT FOLDER

- 360 DEGREE VIEW
- CUSTOMER COMMUNICATION
- RECORDS MANAGEMENT
- FUNCTIONAL WORKSPACES

OpenText Constituent Services provides access to complete constituent information

Create an exceptional constituent experience

An effectively engaged government allows citizens to access the services they need from any place, at any time on their choice of multiple devices. OpenText Constituent Services gives citizens one-stop access to services via the web and mobile devices, creating a seamless, self-service experience.

Emergency reports or online service requests, including 911 or 311, can be initiated from any phone, computer or other device and the solution automates supporting processes in the background. Customers are able to track the progress of requests, access support and documentation, provide supporting documents or photos, search for information and services, provide feedback, and receive automatic notifications when requested service information is available or updated. In addition to web and mobile self-service, OpenText Constituent Services integrates easily with communications via email, telephone, and chat—making use highly convenient for constituents.

Improve service delivery through reduced response time

Keep track of ever-multiplying service requests and associated documents and processes with OpenText Constituent Services. Internally, the solution links

government programs to enable information sharing, process orchestration, and collaboration across boundaries to improve overall service delivery and accountability.

OpenText Constituent Services supports team effectiveness and collaboration through:

- structured and unstructured processes for case handling;
- automated tracking, categorization, and routing to knowledge experts;
- advanced knowledge management;
- dynamic, multichannel document composition, management and delivery;
- rules-based escalation supporting service level agreements and critical situations; and
- an up-to-date inventory of team member skill and expertise profiles.

With collaborative case management, your customer service team members can access assigned work and active cases using mobile or web applications. Use the system to monitor all processes and activities, report on inefficiencies, patterns, and systemic problems, and reveal where improvements can be made. Reduce caseloads using processes that automatically highlight high-activity times, delays, and errors. By identifying the root cause of problems in service delivery, you can focus your investments where they have the greatest impact.

Enable integrated, multi-channel delivery

The ability to integrate information from other business systems such as ERP (finance or HR, for instance), Enterprise Content Management (ECM) repositories, Web Experience Management (WEM), and CRM as well as core mission systems helps you establish processes and identify situations where additional services or personal interventions may be advised. Underlying business process management removes the silos created by aging transactional and inflexible packaged applications to produce a consolidated view of the customer and services provided.

OpenText Constituent Services gives government employees one-stop access to the tools they need to accomplish their everyday tasks. The flow of content is controlled from the moment a project is assigned, through preparation to closure and subsequent archiving. As a fully integrated solution, users can access records wherever they are held to consolidate, categorize and augment case files with related information from across the enterprise.

Streamlined transactions make government services more accessible, effective, and responsive to citizens' needs. Combined information and processes simplify administrative services by eliminating red tape and reducing paperwork and duplicate

OpenText Constituent Services consolidates records and transactional content on a single platform with shared repositories, secure access, and integrated process management tools to ensure compliance with government information mandates.

Improve insight for decision makers

Use OpenText Constituent Services to improve resource allocation, productivity, and accountability. The availability of accurate and actionable information means that management can make quick decisions based on comprehensive analytics and reports. Case handling metrics provide information on staff productivity and insight to where training, knowledge, or process changes may improve effectiveness.

The system is fully automated, so inbound requests can be automatically assigned based on skills and workload, and a target window for resolution selected. Live dashboards quantify team workload so managers can understand and modulate tasks appropriately. Improved visibility into processes and information helps all staff identify evolving issues to avoid adverse consequences and increase effectiveness. Reports summarize requests for services and the outcomes delivered in related timeframes, enabling executives to track improvements and associated savings and compare performance over time.

Ensure security

Safeguarding sensitive records is critical for governments who provide services to citizens. OpenText Constituent Services consolidates records and transactional content on a single platform with shared repositories, secure access, and integrated process management tools to ensure compliance with government information mandates. Protected information blocks, audit trails, and archiving help ensure compliance with governance policies and regulations.

Make continuous improvement and savings easy

OpenText Constituent Services adds strategic value by facilitating the development of next-generation processes. Use it to rapidly create new processes that support customer service —within hours—without requiring IT support or software development skills. By combining well-structured modules with pre-built components, an application-factory approach allows a manager or analyst to build new processes easily. Alternately, an existing process can be used as a template and modified to suit business needs across customer service. This means that your staff can be creative in anticipating service requirements and designing ways to address them. Improve response times with an on-demand environment that is supported by flexible infrastructure, new technologies, and the ability to re-engineer evolving customer service processes and save money for those you serve.

Government and OpenText – A Proven Relationship

For more than 20 years, OpenText has provided government customers in over 75 countries with dependable, well-supported, continuously improved, and expanded enterprise information management solutions. We continually demonstrate our commitment to understanding public sector feedback by producing and improving visionary technology to enhance the security, preservation, access, and value of their information. ∎

efforts—all of which dramatically improve program alignment and service delivery. Transform your services into a single engagement platform delivering personalized self-service access to program information and resources, without involving your IT department. OpenText Constituent Services delivers quick deployment with minimal technology investment, allowing you to see the benefit of minimal rollout requirements and the public to enjoy improved results and immediate information access.