

# Everything You Need to Know About True Government Modernization

## Introduction

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According to an [Upwork report](#), 40.7 million Americans will be working remotely by 2026. What does this mean for government agencies? In a nutshell: digital transformation. By digitizing, modernizing, and transforming your processes with the right solutions, you can effectively serve the public from anywhere.

Many government agencies began implementing new solutions during the pandemic, but failed to reach the point where they can guarantee citizens' needs will be met regardless of variables like employee locations. In fact, a recent [survey](#) completed by 800 government officials around the world found that 80% of respondents do not think their agencies' modernization efforts have gone far enough.

This guide provides the information you need to ensure that your modernization efforts do go far enough and enable you to serve the public from anywhere.

## The Challenges of Manual Processes

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First thing's first: you should consider how manual processes hinder your ability to meet citizens' needs.

To successfully operate from anywhere, employees must have access to critical documents from anywhere. Paper-based and manual workflows make providing easy access

challenging, and that's not the only challenge they create. Here are some additional obstacles:

- Frequent bottlenecks and errors
- Long processing times
- Backlogs
- Poor public service due to slow response times
- Fatigued and unhappy workers

Ultimately, having manual processes means everything becomes much more time-consuming and inefficient. They lead to unhappy citizens as well as dissatisfied workers who have to spend time managing and processing paper documents instead of completing core tasks.

## How Government Process Modernization Works

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Now, the question is: how can you overcome the challenges of manual processes? That's easy: by modernizing them. And how does that work?

While efforts and goals differ agency by agency, the modernization process always begins with the digitization of paper files. But it doesn't have to end there. You can continue to modernize your processes with transformative tools like [document management software](#), [workflow automation](#), [digital mailroom](#), and [robotic process automation \(RPA\)](#).

Here's an example of how digitization works:

- 1 Receipt:** Documents are picked up by a [digital transformation partner](#) or mailed directly to a P.O. box managed by the partner. Email and fax servers are configured to accept electronic documents.
- 2 Preparation & Scanning:** Paper documents are batched, prepped, and scanned by trained technicians while documents are stripped out of emails and prepared for processing.
- 3 Data Capture & Indexing:** Critical data is extracted through OCR technology, barcode recognition, and/or integration with agency-provided data files, or keyed from image with edit-check validation. Digitized documents are matched against document types identified by you. This enables easy merging into your existing systems and efficient search and retrieval once files are uploaded to the correct systems.
- 4 Quality Control:** Captured images and data are reviewed for accuracy. Anomalies are flagged for further review, reducing the amount of time you spend on exceptions.
- 5 Importing & Delivery:** Documents are imported into your existing line-of-business system or loaded into secure document management software and automatically routed to the right person for processing.

At this point, the digitization of paper files is complete and additional tools can be utilized to truly transform processes.

For instance, you can implement workflow automation and RPA software to streamline tasks like data entry, data migration, application processing, and report generation. You can also use a hosted document management solution that the public can easily access to view critical documents from anywhere, on any device. [E-forms software](#) is a highly beneficial tool as well. This technology can streamline the creation, completion, distribution, and processing of transactional forms. Such software further improves processing times, so you can meet citizens' needs efficiently.

## The Benefits of Government Digital Transformation

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With all these possible solutions in mind, it can be difficult to understand the [key benefits](#) of undergoing a government digital transformation as a whole. Well, at the end of the day, it all comes back to your main goals.

According to the National Association of State Chief Information Officers' (NASCIO) [2022 State CIO Top Policy and Technology Priorities Survey](#), achieving a digital government, effectively managing cybersecurity and risk, reimagining the government workforce, and enhancing and replacing legacy platforms are all main goals for agencies in the public sector. And undergoing a digital transformation can help you achieve all of them and more:

- **Achieving a digital government:** Your government agency can digitize both internal and external processes to create an overarching virtual framework. Your employees can easily access documents whenever and wherever they're needed and the public can receive the assistance they need online. Solutions like [digital mailroom](#) and [e-forms software](#) make this possible.
- **Effectively managing cybersecurity and risk:** The best government modernization partners maintain secure hosting and document processing infrastructures as well as rigorously screened and highly trained staff. All of these components create a digital safety net to guarantee top-notch file security.
- **Reimagining the government workforce:** With solutions that can automate processes like document delivery, you can streamline tasks for in-office and remote employees to make your workforce resilient, future-proof, and "reimagined".
- **Enhancing and replacing legacy platforms:** Today's digital solutions were built to replace outdated, inefficient systems. You can think of them as the new and improved versions of any tools that you currently utilize. While the systems you have in place now likely still require you to complete tedious, manual tasks, the best modernization solutions complete those tasks automatically.
- **Maximizing the value of your budget:** By storing data and documents digitally, you can eliminate the storage and labor costs associated with keeping and managing files in your office, a warehouse, or another facility.

## How to Get Started with Government Digital Transformation Today

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Digital transformation solutions are the difference between thriving in today's remote environment and failing to meet the public's needs, and the right partner is crucial to implementing them successfully. [Government modernization](#) will increase productivity, decrease overhead costs, improve public service and responsiveness, and, ultimately, help you achieve your agency's goals.

When it comes to processing government documents, you want to make sure you partner with a company with government industry experience you can rely on. With over 30 years of experience, multiple certifications, and world-class partnerships, MetaSource is a [SOC 2 Type 2](#), PCI-DSS, CJIS, and HIPAA compliant business process outsourcing partner. You can rest assured that your documents, such as court records, financial and tax files, and childcare files, are secure throughout every step of the process. Our solution customization enables us to tailor our digital transformation solutions to your agency's needs. Additionally, MetaSource prides itself on its superior customer service. As the trusted partner to the country's largest judicial council, we have proven government modernization expertise.

## About MetaSource, LLC

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MetaSource is an AI-powered intelligent document processing and automation solutions provider committed to helping its clients streamline processes, improve efficiency, reduce costs, and manage risk. With 30+ years of experience and PCI DSS, SOC 2 Type 2, HIPAA, CJIS, and GDPR compliant processing centers, MetaSource successfully provides business process outsourcing/ business process management services, enterprise content management software, workflow automation solutions, and compliance services. MetaSource's solutions enable organizations in various industries, such as financial services, government, healthcare, insurance, and transportation, to reach more goals with less mistakes, stress, and manual work.



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