

# Enhance productivity, reduce costs



Ease your paper pain with HP Workflow Discovery Solution for Government



## What if you could...

- Learn how process changes will affect all stakeholders?
- Discover how imaging and printing technology can improve process efficiency?
- Address regulatory compliance guidelines and increase security?
- Reduce the cost of managing your ever-increasing amount of information?

Today's government agencies face major challenges in meeting the needs of their citizens. There are growing demands from citizens who find themselves needing more from government than ever before. The expectations are both complex and varied. Citizens need access to information and services, and governments need to be both efficient and transparent in delivering those services.

Government agencies are responding to these demands by putting solutions in place that make it easier for citizens to access what they need from nearly any location, whenever they need it. And yet, if you manage a complex IT environment in government today, you are all too familiar with the mandate to "do more with less." The pressure is high to cut costs, consolidate hardware, simplify processes, increase network security, and streamline management.

## The right information at the right time and place

To help governments realize their goals of efficiently delivering collaborative services, HP has developed innovative solutions that

can give governments around the world the opportunity to achieve efficiencies, save tangible costs, and secure data while improving policy outcomes. Of course, your agency determines the goals and standards based on your particular requirements, but the successful achievement of these goals depends partly on having the right insights into the process. And that's where HP can help.

HP offers a wide range of imaging, printing, and workflow solutions specifically designed for governments. These can help you get the most of your printing and copying infrastructure, manage that environment, and digitize and streamline your document-intensive processes—which helps you to improve your workflows in areas such as enrollment, eligibility, case management, and content and records management.

An HP Workflow Discovery analysis can help you streamline your administrative and content management processes and help your organization to stay on track. This consultation leads to the discovery and improvement of your traditional paper-based processes and workflows, which can save your organization time and money and, ultimately, help you to better serve your constituents.

## HP Managed Services harness the power of information

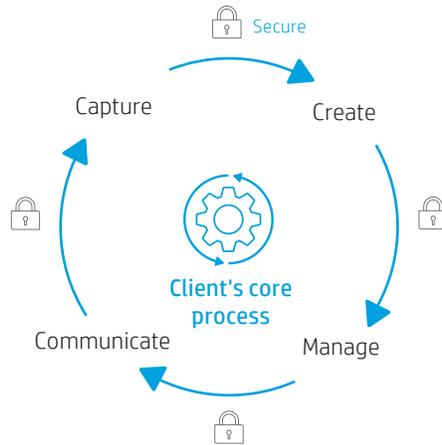
We help our clients manage information processes to better serve their customers

### Collect and digitize information

Capture structured and unstructured data, paper and electronic documents and forms (case files, constituent information, motor vehicle records, traffic accident reports and citations...)

### Automate content creation, deliver via multiple channels; gain constituent insight

Distribute multichannel communications (customized constituent communications via their platform of choice...)



### Create record, automate documents

Manage the document and information, archive, classify, search (case files, constituent records, traffic citations...)

### Integrate, manage, retain

Retain the information, records management, audit and information access (case-related information, licenses, etc...)

## How it works

HP Workflow Discovery is a consultation that evaluates your paper and document-intensive processes, identifies inefficiencies, and then offers solutions to fine-tune the process. Through the application of imaging and printing workflow analyses, HP can show you how imaging and printing technology and associated software and services can help you find ways to cut the waste out of paper intensive processes and continually improve and manage the underlying infrastructure.

As part of a document process improvement, for example, HP can provide solutions that leverage the capabilities of your multi-function printers (MFPs). These capabilities include scanning to content management, network drives, email, or administrative and financial applications. And by leveraging your devices' efax features, your MFPs can act as on- and off-ramps for an enterprise-wide LANfax solution. An HP Workflow Discovery can also help determine strategies to reduce the volume of document output altogether, help you to optimize printing documents where and when you need them, improve security, meet privacy and auditing regulations, and eliminate unnecessary printing. Furthermore, the advantage of converting documents into digital data means you won't need to depend on traditional hard copy versions, getting the right information to the right place at the right time in the right format, which can translate to saving time and improving policy outcomes. Although results may vary, leveraging HP imaging and printing best practices and expertise can drive significant cost savings by helping you create an integrated, end-to-end content management strategy.

## Follow the paper "pain"

Workflows involving paper are still extremely prevalent for many reasons: legacy processes, regulatory compliance, requirements for signatures and offline usage, and external communications. Around the globe, agencies are also investigating the capture and integration of unstructured data along with ways to automate and streamline paper intensive workflows.

If your organization can relate to pain points such as mountains of paper records, lost documents, and wasted and redundant resources that can be traced to manual, paper-heavy processes—then a workflow discovery is in order.

## Staying focused

Your agency has key organizational objectives. Goals can include enhancing security, reducing costs, improving quality, mitigating risks, increasing sustainability, and improving policy outcomes. These objectives represent the organization at a strategic level, but how can your organization identify, prioritize, and implement ground-level workflow initiatives to meet these higher goals?

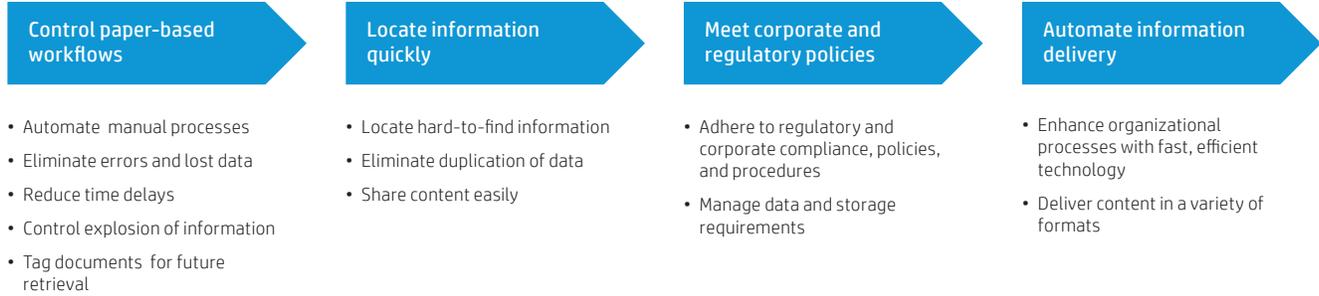
Often, these goals and objectives are diluted or changed as they evolve into tactical initiatives executed at the ground level—or worse, no action is taken at all. Your challenge, then, is to manage and turn these goals into projects that not only reduce costs and improve workflows, but also take into consideration the top priorities of your organization.

## The only constant is change

A barrage of external factors can force your organization to shuffle, modify, or completely change its high-level objectives. Whether these changes are due to the economy, regulatory compliance, technology, or political actions, your organization must remain agile and adaptive to change, and so must its infrastructure.

The smooth running of any agency relies on the seamless flow of critical information. That information must be automatically routed to where it's needed at any given point. With HP workflow solutions, you can automate these paper-intensive workflows. This can mean lower costs, a reduced administrative burden, and less exposure to human error. And due to our close collaboration with leading content management providers, you can be confident that HP workflow solutions can integrate with your administrative and case management systems. By shifting paper-based processes to electronic workflows, your organization can have the capability to help save money and gain the flexibility to adapt to process change in the future.

## HP can help you eliminate manual, paper-based workflows



## HP Workflow Discovery

HP Workflow Discovery is a set of modular services that can help your organization increase productivity, reduce costs, mitigate risks, conserve resources, and reap the benefits that imaging and printing workflow improvements offer.

HP Workflow Discovery consists of modular offerings, including:

- Discovery sessions
- Workshops
- Assessments

### Discovery sessions

Discovery sessions help you identify key organizational initiatives and goals, external and internal factors, as well as the resources responsible for each particular area. HP gathers this information to identify all stakeholders in imaging and printing workflow improvements.

Discovery sessions may range in scope from organization-wide to operational and administrative environments. HP typically conducts these sessions via teleconference and customer visits.

If all stakeholders, initiatives, and business goals have already been identified and agreed upon within each line of business, you may skip the discovery sessions and move directly into a workshop.

### Workshops

Workshops can help you identify and plan the processes HP will evaluate. During this meeting, HP meets with the relevant stakeholders identified within your organization, and facilitates a data-gathering process and discussion to determine appropriate imaging and printing initiatives. HP begins the workshop process with pre-workshop interviews and surveys of stakeholders to prepare for the on-site

portion. Stakeholders involved are typically heads of targeted departments such as Department Director, CIO, Chief Security Officer, Program Manager, Budget Director, Deputy Commissioner, HR Manager, and Bureau Chief. Workshops are typically one-half to one day in length, and yield five to eight initiatives targeted for improvement.

### Assessments

The HP assessment methodology uses proven techniques to analyze operational and clinical workflows within the imaging and printing environment—providing your organization with visibility into its current processes and costs, as well as an understanding of its strengths, weaknesses, and capabilities. HP assessments adhere to the HP Lean Sigma methodology, a process that verifies that the analysis will follow strict HP guidelines for an efficient data-collection process.

Next, HP government industry consultants arrive on-site to observe your organization’s administrative processes in action. HP will not interrupt the process, but will actively document the steps of the process as they occur. During the on-site visit, HP will also conduct interviews or workshops with select end users to more thoroughly detail the workflow and to better understand an end user’s roles and thoughts regarding the process. The interviews or workshops will be both in groups and one-on-one. After thoroughly understanding the “as is” state of the workflow, HP will apply industry and HP best practices and experience to provide a specific set of recommendations that your organization can use to improve the process. HP will then present the findings and recommendations to your organization during an on-site presentation to be attended by your stakeholders. You’ll also receive a report that documents the entire assessment.

## Gain true value by harnessing workflows

HP Workflow Discovery will give your organization powerful information to improve your processes. You’ll be able to identify the impact of the process changes on all stakeholders, measure the costs, and learn how imaging and printing technology can help improve process efficiency, and ultimately, policy outcomes.

Effective governing is a team effort. It involves many professionals performing in highly-specialized roles. HP information workflow solutions focus on enabling real-time information sharing—and provide a vision and blueprint for how government agencies can improve operational efficiencies, speed innovations into use, minimize risk, and help deliver on agency requirements.

## Why HP?

For more than 50 years, HP has partnered with hundreds of government agencies in countries all around the world, supplying the technical expertise required to better serve their constituents. We've been recognized for our leadership in managed print services by independent analysts such as Gartner,<sup>1</sup> IDC,<sup>2</sup> Quocirca.<sup>3</sup> This experience gives us unique insight into clients' needs to reduce costs, drive productivity, and improve your constituents' experience.

We will take the time to understand your specific needs and create a plan to help optimize your fleet, ensure data and document security, and manage your evolving organization.

## Get started

Contact your local HP representative to:

- Set up a workshop to assess your specific business needs.
- Establish a plan to implement the best solution for today and into the future.
- Identify an environmental approach that can help your organization save money.

### Learn more

[hp.com/go/govworkflow](http://hp.com/go/govworkflow)

<sup>1</sup> Gartner, Magic Quadrant for Managed Print and Content Services, December 21, 2015, ID Number G00271944.

<sup>2</sup> IDC MarketScape: Managed Workflow Services 2015 Hardcopy Vendor Assessment—Building on MPDS, (US) doc #US40586715, (Western Europe) doc #EMEA40662015e, (APeJ) doc #AP40437716, (CEMA) doc#CEMA41124310.

<sup>3</sup> Quocirca, Managed Print Services Landscape, 2016; July 2016.

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