

Benefits of Document Automation in Government and Public Sector



Increased Efficiency

Enhance operational efficiency by automating the generation of routine documents with highly customized templates. Dynamically insert canned language to create consistency within applications, tax forms, and other mass-produced documents.

80% of tasks performed in private-sector finance functions have at least some potential for automation, according to McKinsey research, and a similar proportion can be assumed in government.



Streamline Case Management

Automated workflows ensure that newly created documents can be seamlessly sent, signed, and saved in the appropriate location, enhancing processes for more effective management.

“Local government case management can be especially complex and typically involves a lot of different documents.”



Enhanced Security

Security is paramount in government operations. Document Automation systems provide advanced security features, safeguarding sensitive government documents and ensuring compliance with data protection regulations. Role-based access controls enhance document confidentiality.

79% of nation-state attackers target government agencies, non-government organizations (NGOs), and think tanks.



Reduce Manual Error

Reduce the risk of human errors in document creation and data entry by leveraging data from multiple sources. Create rule-based templates to generate detailed documents automatically, minimizing manual data entry and maintaining the integrity of official documents.

Human error costs organizations over \$62.4 million every year!



Cost Savings

Government agencies can achieve substantial cost savings by automating document-related processes. Reduced paper usage, streamlined workflows, and minimized manual efforts contribute to financial efficiency and responsible resource management.

Businesses in the United States waste \$8 billion on managing paper documents each year, with an average tag of \$20 to file a document.



Compliance

Government operations require strict adherence to regulatory standards. Document Automation solutions such as Experlogix, ensure compliance by automating document generation with configurable business rules to support jurisdiction-specific variations, multiple languages, policy and legal changes, and privacy protection requirements, reducing the risk of legal and regulatory issues.

The total amount of large-scale HIPAA violation fines and settlements in 2023 was \$4,176,500.



Customer Satisfaction

Efficient and transparent government services lead to higher citizen satisfaction. Document Automation enables faster response times, accurate information dissemination, and improved communication channels, enhancing overall customer satisfaction with government services.

Organizations that only use manual documentation risk losing 44% of customers and 51% of revenue.



Employee Satisfaction & Retention

Simplifying document-related tasks through automation contributes to increased employee satisfaction in government agencies. This, in turn, aids in employee retention, fostering a positive work environment and a dedicated workforce.

40% of public service employees' time is dedicated to collecting or processing data.



Eliminate Paper-Based Processes

Government agencies adopting Document Automation are moving towards a paperless environment. This not only enhances operational efficiency but also aligns with government initiatives promoting digital transformation. The transition to a digital, paperless approach contributes to a greener and more eco-friendly government and greater cost savings.

Paperwork costs the US government \$38.7 billion and the public \$117 billion each year.

