

SCC FOR LOCAL GOVERNMENT



MANAGED DOCUMENT SERVICES

MANAGED PRINT & DOCUMENT SERVICES

The challenge of improving frontline services as well as creating new services for citizens is putting local authorities under a constant strain. Local authorities need to find new ways to save money and drive efficiency improvements. By making information easier to access for citizens and facilitating a greater self-service initiative, government organisations can meet these demands.

By collating and integrating all current available paper and digital records, a single view of the citizen can be created, allowing authorities to utilise the latest innovations. Using data analytics, workers can make more informed decisions and provide a more personalised service to citizens to match their requirements. Combining all citizen information into one centralised place also supports collaboration and the implementation of shared service models between public sector organisations.

SCC'S MANAGED DOCUMENT SERVICES

Through our managed document services, we can provide local authorities with improved data management, accessibility, and collaboration through document digitisation. SCC's managed document services provide innovative, digital document management solutions to help local government authorities improve their efficiency, streamline workflows, and reduce costs.

We have developed a number of solutions specifically around our work with local governments that include:

- **Scanning** – Our secure record scanning services assist authorities by adding historic paper-based records to their central information and data storage. We are able to digitise sensitive documents and records

without the need to send them off site, which reduces print volumes and improves file accessibility. We can also offer specialist secure off site scanning for large volume archiving and specialist litigation support.

- **Inbound Correspondence** – With large volumes of inbound mail for various departments, local governments need to process these paper documents efficiently and cost effectively, while maintaining an audit trail. We are able to introduce digital mail services either on site, within an organisation's office location or off site through our secure mail centre. This provides fast access to inbound mail correspondence regardless of location, which is essential with the rise of agile working.
- **Outbound Correspondence** – There are a number of outbound documents that need to be distributed in both digital and hardcopy formats. We are able to assist with the production and distribution of outbound information, helping to identify the best format to convey the message.
- **Robotic Process Automation (RPA)** – Another area where we can support local authorities is through robotics. RPA can be introduced to support departments in gaining greater efficiencies, reducing costly manual activity and therefore also the risk of human error.

Why Partner with SCC?

By offering a staged and supported transition towards digital working, SCC can help local authorities prepare for the future. We support the management of authorities' digital or digitised files by applying data harvesting technology and business rules to automatically categorise files and apply retention policies. We are also able to support synergies with inbound correspondence technology to align the two service streams and offer considerable cost savings.

Digitisation services allow data silos to be identified and eliminated to create an integrated, indexed view of all data held by the organisation. This is particularly important following recent changes to data protection with digital versions of documents more secure than paper. Storing digitised documents in either on-premise or an accredited secure hosted solution such as SCC's secure cloud platform, Sentinel, ensures the security and integrity of the data.

Our document digitisation service is fully managed by SCC, giving authorities access to SCC's specialist managed print resources without the requirement for recruiting and retaining additional in-house skills.

With SCC as a key partner, we can provide authorities with enhanced data management, accessibility, and collaboration through secure document digitisation. This will help local authorities to protect citizens with secure access to a compliant IT infrastructure that safeguards documents, data, networks, and devices from internal and external security breaches.

KEY FEATURES

SCC's Managed Document Service provides local authorities with:

- Digitise records to make them digitally available on centrally located databases
- Prepare for the future with a staged and supported transition towards digital working
- Scanning, design, print, and mail room services
- Fully managed service, delivered on site by specialist operatives
- Data harvesting technology and business rules automatically categorise files and apply retention policies
- Identify and eliminate data silos to create an integrated, indexed view of all data
- Consultative approach, working in collaboration to create digital improvements in data management and communication approaches
- Secure storage available on SCC's Government accredited, secure cloud platform, Sentinel.

KEY BENEFITS

- Increased data security as digitised versions of documents are more secure than paper versions and protected against accidental destruction or damage
- Predictable, controllable, and appropriate expenditure
- A single, integrated view of the citizen via document digitisation
- Increased accessibility to relevant information for staff and citizens
- Increased data security protection
- Easy access to relevant historic information
- Faster data replication of digital data
- Enhanced collaboration between partner organisations
- Enabled rationalisation of property assets
- Positively supports sustainability agendas
- Improved methods of communication.