

# Government Agency Increases Efficiency, Drastically Reduces Paper, with New Digital Workflows

A county-wide government agency providing direct services to constituents needed a solution to digitize existing paper while reducing the thousands of manual forms processed every day. Implementing cloud-based Vasion, integrated with Amazon Web Services, digitized existing documents, and enabled smoother and more accurate eFiling. The result was a drastic reduction in errors and time spent on physical document management, freeing up caseworkers to better serve constituents.

CHALLENGES		SOLUTIONS
The agency's manual and digital processes for form management were time-consuming and error prone.	1	The cloud-based Vasion solution integrated with Amazon Web Services enabled smooth and accurate document eFiling.
The old solution misread QR codes that identify the person associated with a document or case.	2	Vasion has high accuracy with QR codes, even those with low resolution.
Caseworkers manually identified form types based on 74 options, resulting in mislabeling.	3	Vasion reduced the file types down to five and automated the process of identifying them.

## The Opportunity

A government agency in one of the largest counties in the US was looking for a way to digitize existing paper documents and improve processes for handing private constituent information, which was previously captured in paper forms—**often more than 1600 documents per day**. The agency needed a solution that would handle these forms securely, contain correct information, be tagged to the correct constituent, and be sharable with other, relevant agencies.



**1600+**  
documents processed  
per day by the agency.

## The Solution

The government agency learned about Vasion through Amazon Web Services, the agency's cloud service provider. Vasion enables organizations to digitize physical data, intelligently capture documents, connect systems, customize eForms, build and automate workflows, and securely store content in an integrated solution.

For the government agency, Vasion leveraged native AWS integrations for the data migration. Vasion did not simply digitize physical files, but instead scanned them using AWS Textract and Amazon Comprehend, and loaded the data into Amazon S3 with proper document categorization and identification. This drastically reduced or eliminated the need for physical files. Vasion enabled the agency to automate workflows, which reduced inaccuracies, increased efficiency, and lightened the load of over-burdened agency workers. Vasion was also able to integrate workflows with established court systems, helping caseworkers to file with fewer errors.

**“Vasion is 100% better than what we had before,” says the agency’s DevOps team leader. “The cloud-based process is much smoother and Vasion is very accurate.”**

The migration process from Captiva/Documentum took a few months and went smoothly. The overall impact has been to reduce the time and effort spent on document management, with an eye on reducing costly physical infrastructure, including printers, in the future. By digitizing and automating data and processes, caseworkers now have more time to focus on meaningful constituent work.