

State of Montana

Delivery of citizens' services in the State of Montana is transitioning from paper-based processes to a central electronic content management platform, built on Lexmark technology. Efficient processes and integrated content—available anytime and anywhere—help teams work together more effectively to deliver better service to citizens at a reduced cost.

Challenge

As state governments grapple with budget cuts and hiring freezes, public officials need to find ways to work more productively if they are to improve citizen services while reducing costs. For the State of Montana, delivering electronic content and centralized digital services offered an opportunity to serve citizens more effectively and cost-efficiently.

"We want to make it convenient for citizens to access the services they need, while helping our employees to work as efficiently as possible," said Ron Baldwin, CIO for the State of Montana. "To achieve these aims, we recognized that we needed to modernize the way that we managed information and processes."

With government agencies dispersed over a vast geographical area, the State of Montana faces unique challenges when it comes to the delivery of public services. Reliance on largely paper-driven processes made it difficult for teams to access and share information in a timely, cost-effective manner, and created a risk of delaying delivery of key services to citizens.

"By digitizing information and creating a centralized repository of electronic content, we would be able to break down geographical barriers between agencies, allowing our teams to serve citizens where they live while reducing the cost and effort of delivering that service," Baldwin said.

"To support our digital vision, we required an enterprise-class solution that was powerful enough to serve as the strategic content management platform for the entire state government, yet flexible enough to meet the needs of all our individual agencies. And, above all, the solution needed to be affordable and easy to work with."

Solution

The State of Montana found the answer to its content management challenges in Lexmark technology. Already in use in the Secretary of State's office and the Department of Justice, the State decided to build on the success of these agencies and roll out Lexmark Perceptive Content™ on an enterprise-wide scale.

Meet State of Montana

Located in the Western region of the United States, Montana is the country's fourth-largest state and home to more than 1 million people. The State Information Technology Services Division (SITSD) provides shared IT services to support the needs of the state and citizens of Montana.

Products in use: Perceptive Content™

Focus: Case management

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“What really stood out for me with the Department of Justice was the ease of deployment and implementation of the Lexmark solutions,” Baldwin recalled. “They were able to deploy and integrate the solutions very quickly, which gave me confidence that rolling out Lexmark technology on a wider scale would be similarly straightforward.”

In late 2014, the State kicked off a pilot implementation in its Department of Labor & Industry. This allowed the organization to gain valuable first-hand experience with the new content management platform, while simultaneously confirming that the solutions met the requirements of a specific agency and worked as a secure, enterprise-level system.

Montana is currently working to unify all agencies on Perceptive Content and integrate the platform with enterprise applications already in use throughout the state, such as case management systems. Once fully implemented, hundreds of staff members from agencies across the state will be able to take advantage of the solution to access information more easily and manage processes more effectively.

Baldwin offered an example: “In the department of Public Health and Human Services, which works with millions of case-related documents, teams will no longer have to spend valuable time hunting down paper files. All the documents related to a particular case will be digitized at their point of entry and linked to the relevant case file, allowing caseworkers to bring up information with just a few mouse-clicks. This will free up staff from pushing paper and allow them to focus more of their energy on helping citizens.”

Results

Transitioning to digitized content will help the State of Montana reduce the expense, effort and risk associated with managing paper files.

“Lexmark solutions will allow us to break down geographical barriers between agencies, helping us work more effectively on a state-wide level,” Baldwin said. “With all information held in a central, electronic repository, it will be much easier for teams across the state to access and share information. We will be able to distribute caseloads across offices more effectively, maximizing the productivity of our existing workforce to help us take on growing business volumes without increasing headcount. This will play a critical role in helping to keep costs low while ensuring a high level of service for citizens.”

He continued: “There are instances where we are called on to provide a specific piece of documentation in relation to a legal case or audit. If we fail to produce the document in question we can be subject to hefty fines; but tracking down this information can be incredibly difficult when it’s buried amongst thousands of boxes of paper files. By digitizing our records, indexing and archiving them securely we will be able to bring up electronic files at a moment’s notice, massively reducing the risk of fines and penalties.”

Even more importantly, streamlined processes and integrated content will allow the State of Montana to drive better decision-making.

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“With access to information about clients at their fingertips, our teams can make much timelier, better-informed decisions,” Baldwin added. “For instance, if a client submits an application for one of our economic assistance programs, caseworkers can review the information and determine their eligibility in a matter of hours or days, getting potentially life-changing benefits to that applicant as quickly as possible.

“Our mission is to make government accessible to citizens. By giving us the ability to capture and work with information more efficiently, Lexmark solutions are helping us to fulfil this goal. Faster, more reliable access to information allows the State of Montana to manage its operations more effectively, guaranteeing a higher quality service to citizens.”

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