

HOW TO ENABLE A REMOTE WORKFORCE WITH 6 DIGITAL TOOLS

In the current global situation, mobilizing a remote workforce has become a critical step for government agencies to ensure continuity of operations and the ability to deliver mission-critical services without disruption. As organizations in the private sector may have already employed a partially-remote workforce, moving completely to virtual wasn't a big leap. For most of the government, however, remote work wasn't previously in the plans and solutions need to be quickly adopted.

Government agencies need to find ways to enable their employees to effectively collaborate and manage processes online from any location and continue the mission at hand. For remote workforce plans to succeed, agencies need to ensure employees have the digital tools they need to work effectively from home or in the field. A content services platform that offers low-code, configurable tools can help fast track your efforts and ease staff into making the digital shift while empowering your agency to be fully operational.

SIX DIGITAL TOOLS FOR A REMOTE WORKFORCE



1. MOBILE CAPTURE

Empower employees to capture critical information electronically from wherever they are. Provide your workforce the ability to capture, access and process content such as photos, forms, documents, signatures, and store them on a single, centralized platform accessible on a mobile device.



2. ELECTRONIC FORMS

An easy-to-use electronic form can be accessed anywhere at any time — making it an important tool for collaboration and a remote working culture. Features like a configurable form builder and the ability to automatically validate data as it is entered ensures the completeness of data submitted. Plus, an eform can be added with minimal transitional impact to the user, process and overall operations.



3. AUTOMATED WORKFLOW

Workflow is an automation engine with an electronic routing system that enables organizations to process work more efficiently. For example, the submission of an eform triggers related workflows and directs the information to relevant parties for action. An integrated task feature further simplifies your business processes through task-driven to-do lists that prioritize work and establish deadlines. Once an employee is done with their work, the task is automatically routed to the next worker. With a simple and flexible user interface, all tasks are captured and managed in the system which easily accommodates teleworking culture.



4. WEB PORTAL

A dedicated web portal on a centralized platform enhances the way government agencies conduct business transactions and communicate with remote employees, external partners and constituents. With web-based access to enterprise data, documents and real-time interactions, you can enhance collaboration between users at any time, from anywhere. Plus, having quick and reliable access to current, time-sensitive information immediately available reduces service-related errors and risks, while improving response time.



5. ENTERPRISE FILE SHARE

In the current situation, a secure enterprise file sync and share (EFSS) solution is critical for sharing documents, reports and content with sensitive information. When collaborating between a remote workforce and external agencies, an EFSS tool provides a fast and secure way to share and review content online across agencies. Your agency can retain control over files and information by using access control features like unique encryption keys to ensure security and ownership over shared information. Plus, with an audit trail of all activities, you can further minimize security and compliance risks.



6. CLOUD-READY

A cloud-based hosting platform built specifically for content and document management provides a secure, reliable and cost-effective solution for a remote workforce, without adding strain to your IT department. You can centralize siloed IT systems on a single platform while providing support for prolonged work-from-home situations. Being hosted in the cloud also means you can access real-time data from anywhere, have complete visibility into your processes and foster accountability among your workers while working from home.

The rapidly evolving COVID-19 situation calls for state and local government agencies to proactively change the way they function while improving agility and productivity for the long-term. This is where an agile and scalable content services platform can provide the tools that your agency needs.

While shifting an agency work culture may not be as simple as telling someone to power up their computer at home, with the right solution, your agency can rise above the current challenges and support a remote workforce for an extended period.

For more information on essential tools and use cases across government sectors, download our ebook, **Navigating 3 key priorities for state and local government transformation.**

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