



# CASE STUDY

## ENHANCING OPERATIONAL EFFICIENCY FOR CITY GOVERNMENT AGENCIES



### CLIENT OVERVIEW

In 2019, 3SG Plus implemented the OnBase system for a local city government, tailoring the solution to meet specific requirements and workflows. The implementation involved comprehensive integration with the city's existing systems and processes, along with customization efforts to optimize functionality across various departments.

### SOLUTION

3SG Plus integrated OnBase to meet specific city requirements and workflows. We integrated the new platform with the agency's existing systems. Platform customization optimized the platform's functionality for diverse operational needs across different departments.

The OnBase system has significantly enhanced operational efficiency. By tailoring the platform to meet specific requirements and integrating it with existing systems, the city has been able to streamline processes, improve productivity, and maximize collaboration across its departments.

### CHALLENGES ADDRESSED

- Diverse operational needs across different departments
- Lack of integration capabilities with existing processes and systems
- Platform security and modernization
- On-going software and platform configuration issue remediation

### RESULTS

- Streamlined document and workflow management
- Enhanced transparency, efficiency, and staff collaboration
- Custom functionality to meet diverse departmental needs
- Robust, security platform maintained through regular patches and updates
- Maximized ROI through dedicated platform support and OnBase Professional Services from 3SG Plus