



# CASE STUDY

## ENHANCING OPERATIONS AND SERVICE DELIVERY FOR LOCAL AUDITOR'S OFFICES



### CLIENT OVERVIEW

Since 2013, 3SG Plus has been a strategic partner for a local county auditor's office, providing OnBase solutions and professional services. The collaboration initially focused on implementing a Board of Revisions (BOR) solution and a Case Management solution for the Child Support Enforcement Agency. Both solutions leverage OnBase to streamline processes and improve efficiency.

### SOLUTION

The OnBase solutions improved document, application, and forms management to optimize workflow routing and ensure compliance with government policies. The 3SG Plus professional services team created custom platform integrations, which minimized issue remediation for the client.

Our comprehensive approach to implementation ensured that the county auditor's office could align with its mission to safeguard county finances, assess property values, and serve the diverse needs of the community with integrity and diligence.

### CHALLENGES ADDRESSED

- Manual and time-consuming processes for documentation
- Lack of streamlined workflow routing and correspondence generation
- Compliance challenges with regulations
- On-going software and platform configuration issue remediation

### RESULTS

- Streamlined document processing and applications management
- Enhanced transparency, efficiency, and staff collaboration
- Improved workflow routing and correspondence development
- Enhanced compliance with policies and regulations
- Maximized ROI through dedicated platform support and OnBase Professional Services from 3SG Plus