

CASE STUDY

MODERNIZING PROCESS WORKFLOWS AND OPERATIONS FOR LOCAL PUBLIC HEALTH DEPARTMENTS



CLIENT OVERVIEW

In 2019, 3SG Plus embarked on a collaborative effort with a public health department for a local city government, initiating a strategic partnership aimed at modernizing agency operations. The focus was to implement a tailored enterprise content management solution that would optimize key processes within the department.

SOLUTION

3SG Plus implemented a customized OnBase solution targeted the optimization of birth and death certificate request handling and payment receipt tracking. Additionally, the project involved the migration of a significant volume of health system documents into the new OnBase system.

The OnBase has transformed operational efficiency and service delivery standards. By streamlining processes and enhancing access to critical information, the department can address the health needs of its constituents and contribute to better health outcomes and overall community well-being.

CHALLENGES ADDRESSED

- Complexities with manual records handling and workflow processes
- Inefficient payments tracking
- Decentralized document management
- Delayed service delivery and response times for document access, retrieval, and payments

RESULTS

- Improved workflow process automation and accuracy
- Migration of over 1.5 million health records into centralized repository
- Reliable payment tracking
- Increased administrative oversight and visibility
- Streamlined document retrieval and management
- Maximized ROI through dedicated platform support and OnBase Professional Services from 3SG Plus