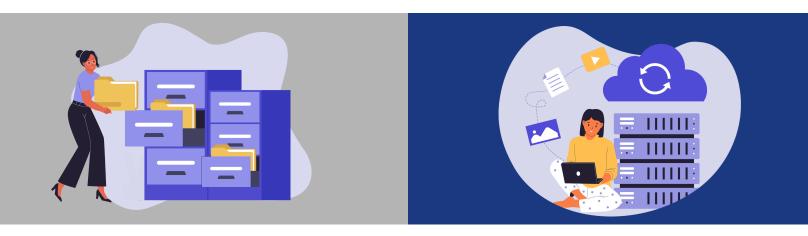
THE LIFECYCLE OF A CITIZEN REQUEST

MODERNIZING GOVERNMENT: FROM RECORDS TO CITIZEN SERVICES



When a citizen submits a request, how quickly can your agency respond?

The difference between delays and satisfaction often depends on how information flows — paper vs. enterprise content management (ECM).

PAPER REQUESTS 1. SUBMISSION Manual forms are mailed or dropped off at agency 2. REVIEW Staff manually circulate paper files 3. APPROVAL Approvals delayed due to missing data 4. ARCHIVING Physical storage in file rooms 5. CITIZEN UPDATE Status requires phone calls or visits











ONBASE BY HYLAND + ACCELA CIVIC PLATFORM

POWERING MODERN GOVERNMENT

HYLAND™/ONBASE

OnBase by Hyland is your foundation for a paper-free office. It's an enterprise content management (ECM) platform that handles your most critical government information, moving it from cluttered filing cabinets to secure digital storage.

By automating workflows and centralizing data, OnBase helps you save time and cut costs.

≧ Accela

Accela is a purpose-built solution for departments that manage permits, licenses, and inspections.

It takes complex, paper-intensive processes and moves them online, giving your staff powerful mobile tools and providing citizens with a convenient, transparent way to interact with your agency.

RESULTS THAT MATTER



Faster Response Times
Requests resolved in
days, not weeks.



Improved Transparency Citizens track progress anytime.



Audit-Ready Records Every action captured automatically.

By uniting ECM and civic workflows, agencies eliminate silos and accelerate outcomes. Every document, decision, and interaction is part of a connected ecosystem that serves citizens faster and smarter.

ABOUT 3SG PLUS

3SG Plus is a technology reseller and IT managed services provider headquartered in Columbus, Ohio. Our services include enterprise content management, digital transformation, and cybersecurity. We are an authorized reseller, integrator, and professional services provider for OnBase by Hyland and Accela.

Transform the citizen experience with OnBase and Accela. From the first form to final approval — deliver faster, more transparent, and compliant services. Partner with us to modernize your government workflows.

CONTACT US







