

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

ECM REQUESTS



1. SUBMISSION

Submissions are completed via online portal



2. REVIEW

Digital workflows route tasks to the right reviewers



3. APPROVAL

Real-time validation ensures accurate completion



4. ARCHIVING

Secure digital archiving in ECM with audit trails



5. CITIZEN UPDATE

Real-time status updates via online portal

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 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

614.407.7990

sales@3sgplus.com

www.3sgplus.com

