



ROI OF ECM UPGRADES: FROM COMPLIANCE TO CLOUD

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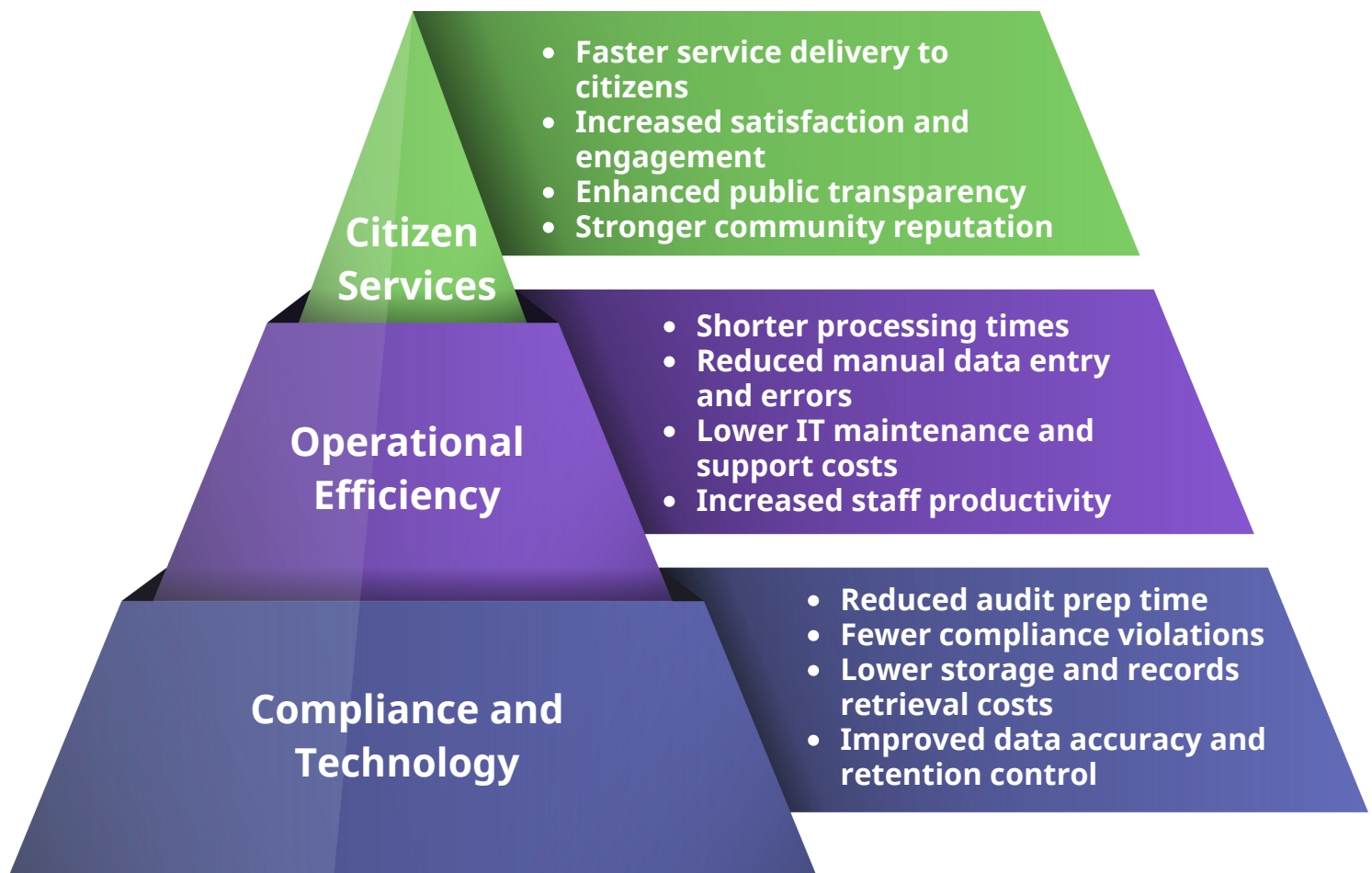
EXECUTIVE SUMMARY

Government agencies are shifting from legacy records systems to integrated, cloud-based platforms that do more than store information—they power citizen experiences.

By upgrading ECM systems like OnBase and integrating with platforms like Accela, agencies achieve measurable return on investment (ROI) in compliance, operational efficiency, and service delivery.



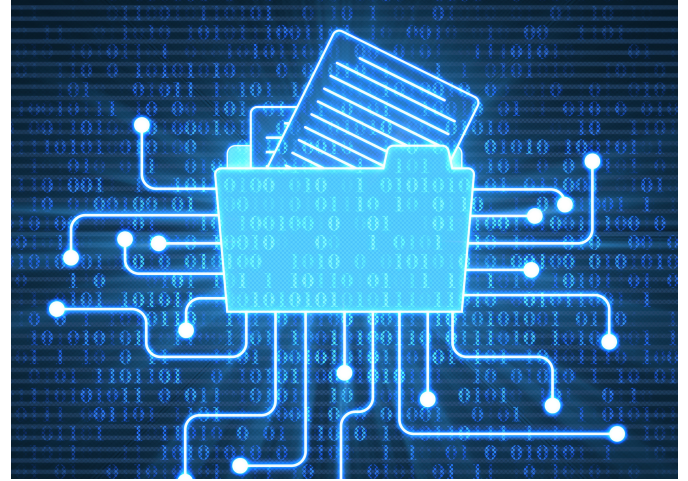
RETURN ON INVESTMENT PYRAMID



FROM COMPLIANCE TO CLOUD

WHY MODERNIZATION MATTERS

Compliance has long been the cornerstone of ECM; but today's government requires agility, accessibility, and scalability. Moving from on-premise systems to cloud-enabled ECM solutions allows agencies to meet evolving regulations while unlocking new capabilities like remote access, real-time reporting, and automated workflows. The ROI of ECM modernization extends beyond cost savings. It's about empowering teams to serve the public faster, smarter, and more transparently.

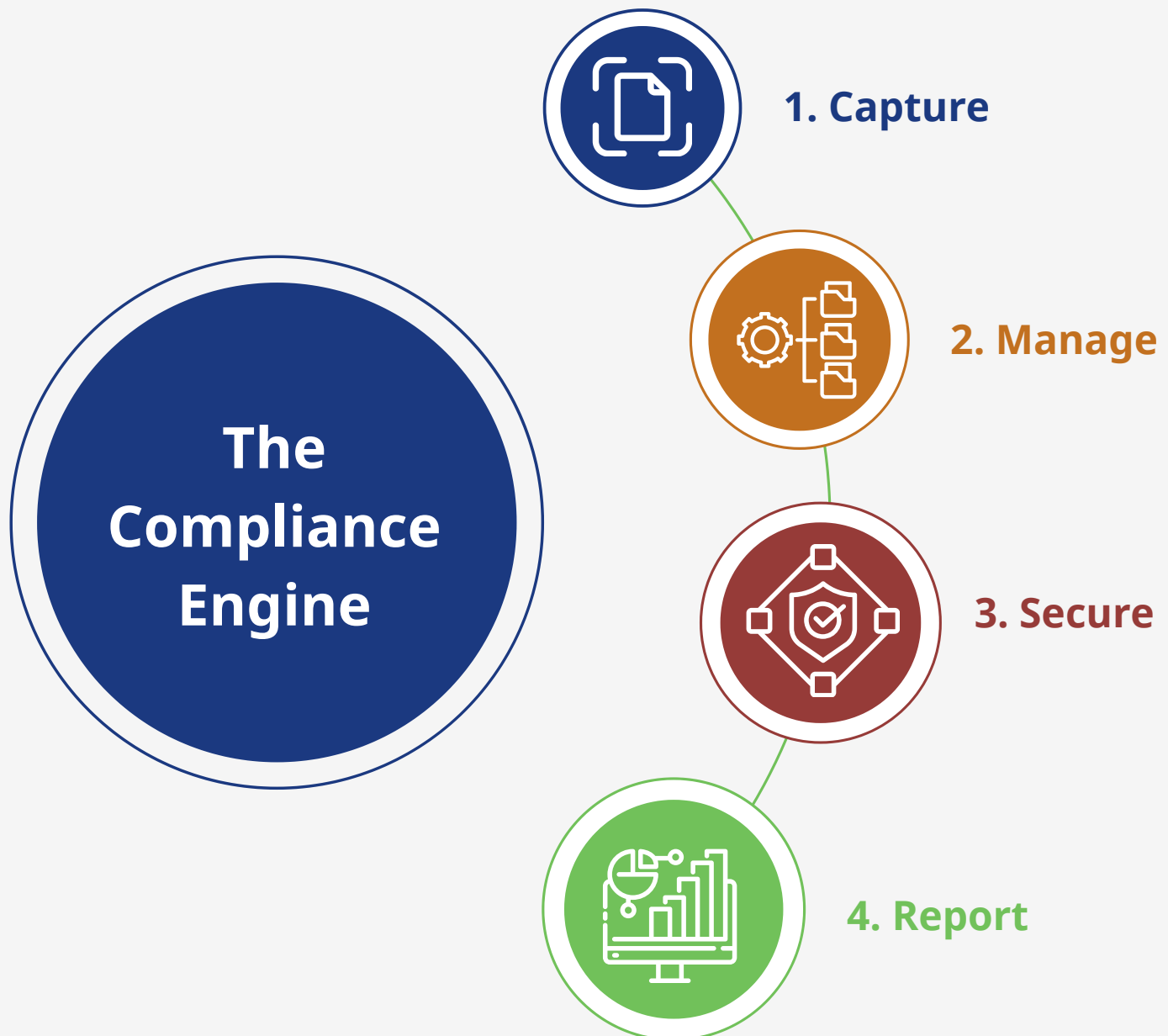


LEGACY ECM		MODERN ECM	
	Manual Uploads		Automated Ingestion
	Siloed Data		Unified Cloud Repository
	Reactive Compliance		Continuous Monitoring
	Limited Access		Secure, Remote Access

THE ONBASE ADVANTAGE *COMPLIANCE + EFFICIENCY*

OnBase provides the backbone for digital compliance and operational efficiency. From records retention to document workflows, it centralizes content, eliminates redundancies, and ensures accountability across departments.

Upgrading to OnBase in the cloud means automatic updates, reduced IT overhead, and faster information retrieval, which directly translates into measurable ROI and stronger public trust.



THE ACCELA ADVANTAGE SMARTER PERMITTING AND LICENSING



Accela transforms permitting, licensing, and inspections through digital workflows and citizen-facing portals.

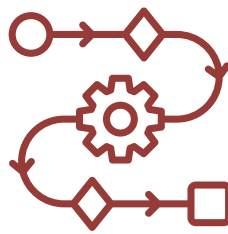
When integrated with ECM systems like OnBase, agencies reduce paperwork, streamline approvals, and enable real-time updates. The result? Quicker turnaround times, higher staff productivity, and a better citizen experience—all measurable components of ROI.

THE DIGITAL CITIZEN JOURNEY



Citizen Applies Online

- Submission auto-logged
- Real-time tracking begins



Workflow Auto-Reviews Submission

- Dashboards show progress
- Audit trails record access

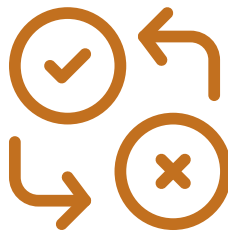


Inspector Gets Digital Checklist

- Instant data sync
- Records are time-stamped

Each stage of the digital citizen journey delivers greater *transparency, accountability, and performance insight*.

Together, Accela and OnBase provide end-to-end visibility, from citizen request to agency action to public outcome.



System Notifies Citizen

- Applications tracked 24/7
- Reduced in-bound status checks



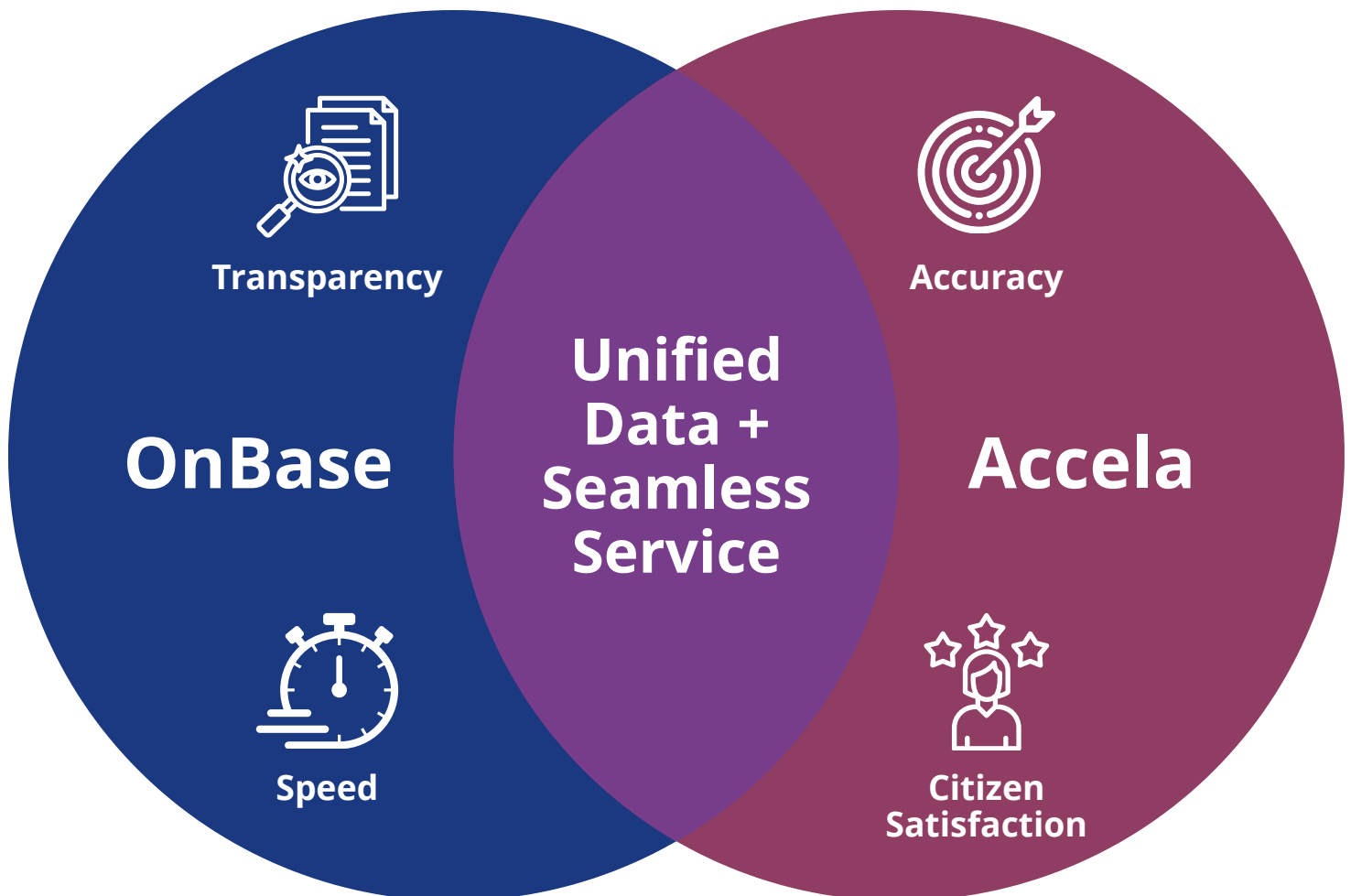
Decisions Auto-Update

- Single source of truth
- No duplicate data entry

ONBASE + ACCELA *INTEGRATION THAT DELIVERS*

The real ROI emerges when ECM and civic engagement platforms work together. Integrating OnBase and Accela creates a seamless data environment where back-office efficiency meets citizen service innovation.

Staff need access to records during permitting or licensing processes while citizens benefit from faster, transparent interactions. This connected approach helps agencies scale efficiently without adding infrastructure, which turns compliance tools into engines of public value.



MEASURING ROI *TANGIBLE AND INTANGIBLE GAINS*



ROI from ECM modernization can be measured in both direct and indirect outcomes. Direct savings include reduced storage costs, lower IT maintenance, and faster workflows. Indirect ROI includes improved decision-making, better citizen satisfaction, and stronger audit readiness.

When ECM becomes a foundation for digital government, it delivers value far beyond compliance. It transforms how agencies serve.

MODERNIZING FOR THE FUTURE

Modern ECM is not just an upgrade—it's a foundation for digital government. By combining OnBase's compliance and efficiency with Accela's citizen-centered services, agencies build resilience, transparency, and trust. The journey from compliance to cloud unlocks long-term ROI measured in dollars saved and in communities better served.

WHO WE ARE



3SG Plus is a technology reseller and IT managed services provider headquartered in Columbus, Ohio. With over 20 years of digital transformation experience, we specialize in helping public and private sector clients liberate themselves from inefficiencies. Our portfolio of products and services include enterprise content management, citizen services, cybersecurity, automation, and IT managed services.

We are an authorized reseller, integrator, and professional services provider for the Accela Civic Platform and OnBase by Hyland. We design and deploy customized Accela and OnBase solutions, and we integrate Accela and OnBase with other client systems to enhance functionality and effectiveness. We also provide onboarding assistance and post-implementation support.

Our expertise and comprehensive support services enhance operational effectiveness, boost transparency, and maximize the value and impact of their Accela and OnBase software.

WHY PARTNER WITH US?

- ✓ **End-to-End Services:** We offer consultation and system design, deployment, integration, and ongoing support.
- ✓ **Custom Configuration:** Solutions are tailored to meet the unique needs of each municipality.
- ✓ **Seamless Integration:** We have expertise in integrating ECM with GIS, ERP, financial systems, and other business applications.
- ✓ **Dedicated Support:** We provide comprehensive training, managed services, and technical support to ensure long-term success.

GET STARTED: CONTACT US TODAY

If your agency is ready to eliminate silos and embrace a unified approach to digital efficiency, contact 3SG Plus today to learn how we can help transform your ECM, permitting, and GRC strategies into a connected framework for smarter government.