NINTEX

The move from paper to real-time online services

Secure, efficient solutions make it easy for employees to create digital documents that are intuitive for citizens to use

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The most important events in our lives — including marriage, divorce and employment — involve some level of government documentation. Much of this documentation requires manual, paper-based processes, which create unnecessary burdens for citizens and government employees. In fact, the Biden administration's 2021 executive order on transforming the federal customer experience cites that manual paperwork costs constituents and federal employees 9 billion hours annually.

Fortunately, many government agencies have transformed legacy paper-based processes into real-time online services. Unfortunately, documents are still at the heart of those digital interactions, which only solves a portion of the challenge for citizens and government employees. To fully modernize the way documentation is managed, agencies must automate

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the generation, delivery and processing of documents. This is where a document generation solution can help.

Document generation solutions allow government agencies to gather all the unstructured data spread across the various platforms they use and present users with structured documents that look

very much like the government forms we're all familiar with. Once the documents are structured, the solutions can also run the documents through the necessary approvals and store them for future access.

Streamlining document workflows with automation

By incorporating end-to-end automation, agencies can seamlessly send a document to the appropriate people to ensure everything is in order, allow someone to make changes if needed and then gather the relevant signatures. Once a document has been digitally signed, it can automatically be stored in a secure portal so the agency and the individual can access it later. The beauty of automation is that it eliminates the need for a person to manually move a document through each stage of the process.

The Nintex platform enables agencies to deliver positive digital experiences for employees and the public that are easy to understand and use. Agencies can leverage Nintex's multiple products that run on the Salesforce platform and easily build solutions in that platform without the need for complex code.

Nintex makes document generation and delivery simple and accessible by using Microsoft Word, Excel and PowerPoint as the authoring environment. A government

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employee can access the data in Salesforce to generate a personalized letter from a template in Word. For example, Nintex can automatically create a template based on Salesforce data that lets 18-year-olds know they are now eligible to vote. And if that template needs to be updated at any time, the employee can simply open it, make changes and save it.

Intuitive, human-centered design methodologies

Many agencies use the Salesforce platform as a portal for people to access digital services. With the user interface (UI) development capabilities Nintex gained through the acquisition of low-code cloud platform Skuid, agencies can build powerful interfaces that are customer-friendly and compliant with Section 508 accessibility requirements. Agencies can pull in information from data sources outside of Salesforce to create a robust single portal within Nintex. This approach offers drag-and-drop technology that is easy to use and update, and Nintex's workflow solution puts the final, signed documents into a backend storage system.

Nintex DocGen, Workflow Automation and UI development are native to Salesforce and are FedRAMP-authorized. Beyond that built-in security, Nintex makes automation at all levels — including application and UI development, document generation, and workflows — accessible to the average user, the person who understands the problem and wants to be able to solve it. With our end-to-end document management and human-centered design methodologies, agencies enhance their ability to deliver a better digital experience. ■

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