

## S-DOCS

# Modern document workflows for the digital world

Document automation and e-signatures streamline government operations and improve customer satisfaction



**Brian Stimpfl**  
S-Docs

Any process improvement, such as transforming government forms into modern digital services, starts with examining the status quo and looking for opportunities to leverage digital transformation. Those decisions should align with an agency's key objectives for undertaking that transformation. Goals typically include reducing costs, minimizing errors, speeding completion times and improving security.

It is also important to consider citizens' expectations for a modern digital experience. In a Salesforce survey, 87% of respondents said a great digital experience would increase their trust in government. However, a report by the U.S. Chamber of Commerce found that the public spent 10.5 billion hours on government-related paperwork in 2022 and noted that the reliance on outdated and manual processes costs the government \$38.7 billion a year.

solutions enable agencies to manage documents more effectively and securely.

Furthermore, the adoption of e-signatures provides a unified digital platform that eliminates the need for multiple steps or even multiple software applications. E-signatures also create a more satisfying citizen experience.

### Rapid, secure document generation

S-Docs stands apart as the public sector's partner for document automation and e-signatures for a number of reasons. Our technology enables repeatable, reproducible and auditable processes that reduce human error, provide access control for critical documents, and support automated retention and storage. Furthermore, S-Docs is inherently flexible to adapt to a specific agency's needs.

We provide rapid document creation with little to no latency, and our product integrates seamlessly and quickly with agencies' existing processes. Our easy-to-use, intuitive template editor allows non-technical employees to simply drag and drop to create documents and forms using dynamic data, conditional logic and rich formatting. And they can generate those documents in familiar formats such as PDF, Word, Excel and PowerPoint.

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Improving the customer experience and reducing the costs of traditional paper-based processes are compelling reasons to embrace digital transformation. Digital workflows allow for quicker approvals and more efficient storage, and cloud-based

As the only 100% native document automation app on the Salesforce AppExchange, S-Docs operates entirely within the Salesforce platform. Eliminating the reliance on external data and services ensures faster processing and smoother

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operations. We also integrate very closely with Salesforce workflows to support automated document generation based on triggers, batch processing and the creation of multiple documents simultaneously.

Finally, we align with Salesforce's overall security controls and are FedRAMP-compliant, with an authority to operate that accelerates the security evaluation process.

### Moving away from legacy systems and processes

That list is impressive when taken point by point, but the combination of all those factors uniquely positions

S-Docs as the preferred provider of document automation and e-signature capabilities for the public sector.

When one of the largest cities in the country wanted to modernize its judicial case management system, officials turned to S-Docs. Arraignment forms are generated when anyone is arrested, and these forms are legally required for determining whether to detain or release an individual. The forms need to be created quickly, reviewed quickly and stored with a high degree of reliability in terms of system availability. When the city's officials considered system performance, reliability and security, they decided to

transition to cloud-based technology and S-Docs.

They are moving away from a 20-year legacy system and probably a much longer legacy process, and these decisions are happening throughout the public sector. Agencies across government can accelerate the move to modern digital services by partnering with S-Docs to enhance the simplicity, speed and security of document generation on the Salesforce platform. ■

**Brian Stimpfl** is CEO of S-Docs.



## Pixel-Perfect Document Automation & E-Signature

Streamline Operations, Eliminate Resource Waste, and Elevate Trust

 Built Natively on Salesforce Government Cloud

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