



Case Study: SpringCM + Salesforce Replace Sharepoint at USDA



Increase response
accuracy



Reduce response
time by 50%



Gain 100% case
status visibility



Achieve regulatory
compliance



Leverage modern
cloud technology



Configure,
not code

About SpringCM

Transform the way your agency manages documents with SpringCM Document Management solutions directly embedded in your Salesforce environment. Centralized, secure, and mobile, SpringCM provides a complete, constituent-centric view of agency information in real-time using our secure and configurable cloud platform.

Case Study: USDA replaces SharePoint with SpringCM + Salesforce

For the USDA Animal and Plant Health Inspection Service (APHIS) team, actioning more than 25 specific scientific requests per week, gathering data for FOIA, OIG, and OSEC requests, and replying to internal and external stakeholders was a time-consuming and often manual process. The Agency came to SpringCM for a Salesforce-integrated, secure and powerful document management platform to replace Sharepoint, which was outdated and lacked automation and visibility.

With SpringCM and Salesforce, the USDA enacted a secure self-help portal with audit trail for stakeholders to request

information and check in on their applications. Stakeholders can now directly download large files – like raw data and GIS reports – without ever transferring information via email attachments. The self-help portal eliminated administrative burden on USDA employees which allows them to now focus on high-impact tasks like supporting investigations, making decisions, evaluating changes in policy, and analyzing operations.

Using intelligent workflows, the USDA now easily assigns tasks to analysts and reviewers, so stakeholders get the answers they need faster. With SpringCM Document Generation, the USDA now offers a standardized cover page report which gets people the right information they need at first glance.

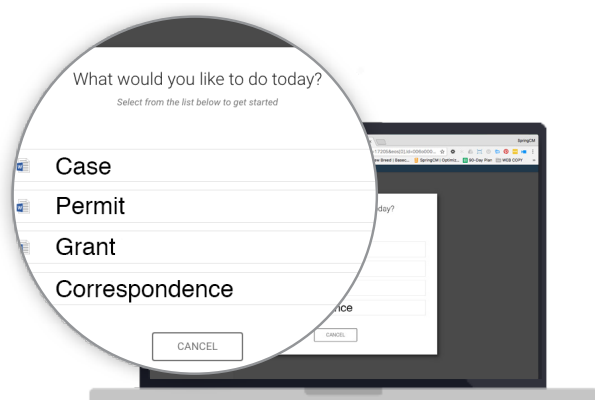
SpringCM empowers the USDA to quickly, easily, and securely share information across government organizations including Congress, Customs and Border Patrol (CBP), the Department of Homeland Security (DHS) in a FedRAMP secure platform that requires a USDA PIN Card. With audit-trail, see when your documents are viewed by both internal staff or external stakeholders.

Ecosystem of SpringCM Public Sector Partners



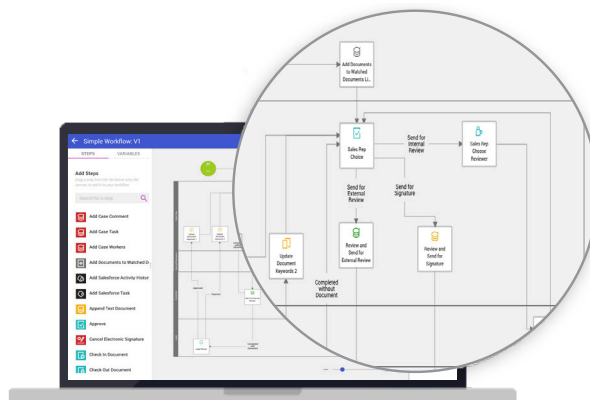


Learn more at springcm.com/solutions/public-sector



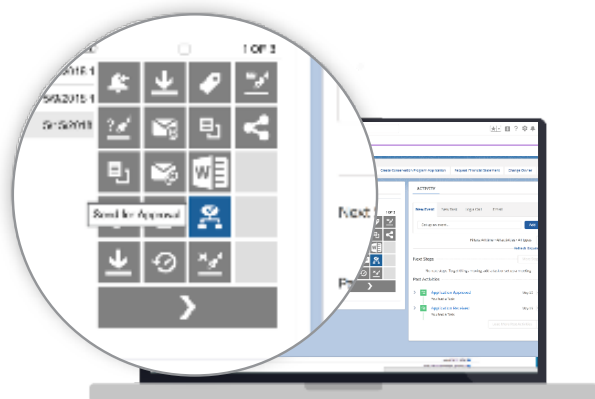
Document Generation

Seamlessly generate documents using pre-approved templates, pulling data from Salesforce.



Document Workflows

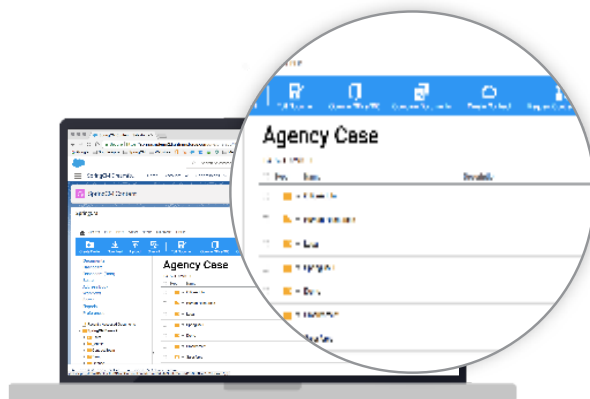
Easily and intuitively drag and drop to build your process workflows.



Document Management

Take actions with your documents, including:

- Share
- Version
- Redline
- Approval
- Send for eSignature
- Audit trail history
- Records retention



FedRAMP Authorized Centralized Repository

All documents are stored inside the Salesforce case record and are instantly searchable.

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About SpringCM

Founded in 2005, SpringCM is a premier, cloud-based document management platform. With integrations with hundreds of technologies like Salesforce and electronic signature vendors, SpringCM has been modernizing and transforming document-based processes for over 650 clients worldwide. In 2017, SpringCM became FedRAMP-authorized by agency sponsorship. With a dozen releases every year, SpringCM delivers new capabilities every month to ensure our clients are working better and faster - because when your documents flow, work flows.

www.springcm.com