Building the Digital Foundation for Frictionless Government CX.

State and local agencies are facing growing demand for improved citizen service delivery, emphasizing the need for faster, seamless and more personalized digital interactions. In fact, state chief information officers continue to prioritize enhancing digital engagement, as digital government has made NASCIO's annual State CIO Top 10 Priorities list every year since 2018.

Despite government's progress in citizen experience, there is still opportunity to leverage existing data to take digital services to the next level. This requires significant back-end improvements, particularly in handling unstructured and siloed data. To address this, agencies can build a strong data foundation that digitizes and integrates data across all aspects of the organization using Intelligent Document Processing (IDP).

This article explores how Iron Mountain InSight® IDP enables faster and more accurate information extraction from various formats. The solution securely captures digital data, in concert with the digitization process, enabling state and local agencies to interact with their core applications and extract valuable insights. Learn how Iron Mountain InSight® IDP positions organizations to navigate modernization efforts effectively, while also meeting the evolving demands of modern citizen experience.