



A GOVERNMENT TECHNOLOGY THOUGHT LEADERSHIP PAPER

Transform Operations with **Digital Processes** and **Automation**

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Though state and local governments have digitized many parts of their operations, paper-based processes are still common, presenting an opportunity for further improvement.

In a recent Center for Digital Government (CDG) survey commissioned by Canon, 48% of state and local government officials indicated most of their organization's processes are paperless, which means more than half of public sector organizations still primarily use paper-based processes. Not surprisingly, the survey also found paper-based processes lead to higher costs for printing, mailing and storage as well as slower processing times.¹

With ongoing budget and resource constraints, state and local governments need a smarter, more integrated approach to document management. Advances in printing, scanning and document management can further automate workflows and digitize processes, resulting in better employee and constituent experiences.

Governments need a smarter approach to document management.

ROOM FOR IMPROVEMENT

Document automation and digitization transform government operations in powerful ways:

Increased workplace productivity

Cloud-based services that automate print device and scan management give employees quicker access to documents while streamlining their workflows, freeing staff to focus on core tasks. This creates a more fulfilling employee experience and helps prevent burnout.

Enhanced collaboration across traditional and hybrid workplaces is another major benefit, as teams across different time zones and locations can effectively communicate.

"You're going to get enhancements in workflow, quicker communications and an improved employee experience," says Mark Sinanian, vice president of marketing at Canon U.S.A., a provider of industrial imaging solutions for state and local governments.

Better constituent experiences

Modern print and scan solutions drive faster service delivery and response times by improving accessibility to critical documents and accelerating knowledge sharing and collaboration.

These capabilities also improve transparency and accessibility for public records — taking them from

physical files to digital documents with searchable features.

More sustainable operations

Features such as duplex printing and efficient scanning capabilities minimize paper usage while utilizing toner with a lower melting point, which reduces power consumption.

"Modern equipment that's sustainable can help you scan more, use less paper and lower your typical energy consumption values when the machine isn't in use," Sinanian says.

THE NEED FOR ROBUST SECURITY

Today's print and scan devices provide powerful security benefits, such as stronger endpoint management and document lifecycle governance.

Role-based access controls within these solutions strengthen user authentication protocols, ensuring only authorized users can access and modify sensitive documents. Secure print features require users to authenticate before a print job is released, further bolstering security.


These tools also encrypt documents during transmission and storage, whether a document is printed locally, stored in the cloud, or scanned and saved in an employee's inbox. By using these solutions, state and local governments can develop

a stronger audit trail for documents and data across their ecosystem.


Robust security capabilities and automated document workflows will be valuable to agencies as they gradually modernize their operations. In the CDG survey, officials indicated their organizations planned to digitize and automate a range of processes, including:

Case management
 **39%**

Public records request
 **38%**

Inventory and asset tracking
 **35%**

Communications and notifications to the public
 **34%**

Permitting and licensing
 **29%**

Document management and storage
 **25%**

BUILDING BETTER WORKFLOWS

As governments focus on modernizing these processes, prioritizing the following capabilities could maximize their investment in updated print and scan infrastructure and allow them to fully capitalize on automation and digitization.

Cloud integration

Over 67% of state and local officials from the CDG survey said migrating their workflows to the cloud is either a somewhat or moderate challenge that prevents them from fully digitizing. Incorporating FedRAMP-authorized print and scan solutions and collaborating with vendors that have deep public sector implementation experience can help governments digitize faster.

Emerging technology

“There are so many administrative processes AI can help cogernment operations improve,” Sinanian says.

Many officials echoed this sentiment in the CDG survey, saying they believed AI could help them enhance digitized workflows and processes by reducing processing times (53%), improving staff efficiency (47%) and increasing their capacity to handle higher volumes of data (39%).

AI underpins intelligent document processing, which drives automated indexing, classification and document routing, allowing governments to reduce manual processes and strengthen information governance. The technology also delivers predictive analytics to help agencies better allocate their resources. AI can identify workflow inefficiencies that create bottlenecks, such as inefficient document routing or slow approvals, enabling employees to proactively address these issues.

Collaboration tools

As many government organizations embrace hybrid work, they’re increasingly turning to digital workspaces, enterprise collaboration and content management platforms. Solutions must integrate with widely used platforms and other digital tools for seamless collaboration.

Scalability and flexibility

State and local governments should onboard cloud-based print and scan solutions that adapt to their changing business needs. Instead of retiring existing systems, they can use the cloud to connect to those systems and extract valuable insights and business logic from them.

“Modernizing their equipment will allow agencies to bring in faster, more compliant machines that can help them meet their goals from an automation perspective,” Sinanian says.

1. Center for Digital Government survey of 122 state and local leaders collected in November 2024.

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