



## Vega Government Solution

The Vega Government Solution provides government agencies meaningful access to information and processes for faster processing and a superior citizen experience.

Government agencies are facing significant pressure to meet the demands of an ever-changing digital government and constituent landscape. By embracing new technologies, agencies can integrate and streamline their processes and information while being more responsive to their constituents. The Vega Government Solution is designed to enable the transformation of agency processes, improve agility to handle rapid changes in citizen services and comply with mandates and regulations.



# Vega Government Platform

## Providing the tools needed to simplify and engage

Budget pressures, mandated transparency and the need to undertake large, complex initiatives in a rapidly changing environment requires government agencies to streamline their processes and deliver more responsive, constituent services.

Government agencies need to find new ways to streamline their processes, and improve citizen services with limited resources. With efficiency and cost containment driving their efforts, government agencies of all types and sizes need to balance their need to deliver a broader range of services with the need to serve a larger group of citizens. This is true for social services and education, public health and safety, revenue, finance and taxation, as well as justice and transportation services.

### **A Comprehensive Suite of Government Applications**

The Vega Government Solution is an intuitive and easy to use suite of software capabilities designed to instantly address every government process or citizen interaction, regardless of service, method of engagement or geography—including Internet, e-mail, fax, instant message, phone or mail. It delivers real-time insight using adaptive rules of engagement to provide fully contextual information and recommendations for every government process regardless of channel and circumstances.

### **Accessing Context-Rich Information**

Government workers and citizens need quick and easy access to information to navigate through today's government applications and services. To satisfy these needs, many agencies are turning to the Vega Government Solution as a viable platform to deal with the multiple tools and processes needed to access the thousands of documents, files, and related content gleaned from emails and other electronic transactions that are pervasive in government agencies. By providing better access to information, the Vega Government Solution provides better information access, unified viewing, faster processing times, lower manual labor costs, better citizen services and integrated regulatory compliance to improve government operations.

### **Providing a 360° View of Operations**

The Vega Government Solution improves the way that users access and work with information. It offers rich, user-initiated actions and control over applications such as; Case Lifecycle and Management, Citizen Benefits, Constituent Correspondence and Response, FOIA requests, and Issue and Action Tasking and Tracking. By delivering powerful, out-of-the-box industry capabilities Vega Government provides a 360 degree view of all citizen data using virtual folders, cases, and virtual business objects from both new and legacy systems.

### **Streamlining Citizen Engagement**

Today's citizens are more demanding about effective and efficient government processes. They won't tolerate time-consuming visits to government agencies, submission of multiple hand-written forms along with supporting documentation, and repeated telephone calls for follow-up. With the Vega Government Solution citizen engagements are prompt, providing easy access to cases, information and workflows that enable the quick resolution of tasks.

Only Vega puts content into context and lets your citizen service representatives and case managers make the right decision at every step of a process. Its powerful search and dynamic case management capabilities provide a comprehensive view of each case. Rules-based processes enhance decision-making so that users can provide relevant, context-driven responses at the time of engagement. The result is real time, citizen-focused interactions that help resolve issues on the first pass to reduce process times and maintain citizen satisfaction.

### **Breaking Down Agency Silos and Barriers**

Government agencies that want to implement new or improved processes often find that the complexity of legacy systems limit information access and prolong delivery time. The Vega Government Solution overcomes these barriers by allowing agencies and departments to leverage and extend the reach of their existing software assets and databases. Information held in silos throughout an organization or even in another department or agency can now be delivered to any caseworker, whenever it's needed. The Vega Government Solution integrates diverse information silos including mainframe applications, databases and IBM, FileNet, Documentum, SharePoint repositories and more, while providing users with a unified user interface to access information regardless of where it resides.

### **Information Governance**

Transparency and compliance are a priority for government agencies. With new regulations and mandates being enacted every day, government agencies need to be nimble and make changes on the fly. They need to be able to trace and audit their processes from the acquisition of data, the point of entry, across each touch point, to final archive. In short, agencies need to demonstrate a compliance framework that ensures that each step in their processing meets federal, state, and local regulatory requirements.

Information is the lifeblood of today's government agency. The reliance on content in different formats, data from disparate processing systems and the need to manage a mix of both human and automated decision-making are the elements that make government case management a challenge to manage.



### Going Mobile

Mobile access to government applications is a growing requirement for most agencies. With the Vega Government Solution, users can access the same applications available on their desktops via their smartphones or tablets. With the Vega Government Solution you can easily provide remote access to the information users need to keep them productive while on the road—whether they're cross town or across the country.

### The Benefits of an Agile Government Platform

In today's ever-changing government environment you need to be able to adapt as fast as your needs change. The Vega Government Solution provides the agility and deployment flexibility necessary to react to new process requirements and changing regulations while leveraging their legacy systems to protect their capital investments. It is a robust software framework designed to support the demands of today's government.

The Vega Government Solution allows government agencies to solve their citizen benefit challenges while providing their users access to cross program information to ensure delivery of those benefits for qualified individuals while preventing fraud.





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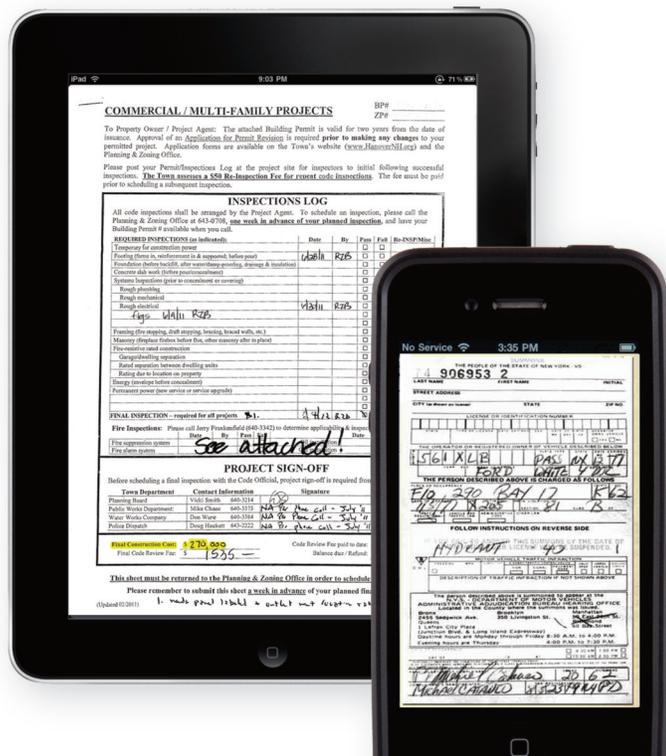
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EXCESS LIABILITY	10,000	01/01/2012	01/01/2015

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**Integrating Multiple Benefit Programs**  
 The Vega Government Solution allows social service agencies to Integrate multiple benefit programs while maintaining a single point of access. Caseworkers can exchange information across programs and processes to minimize costs and improve citizen services. Vega Government Solution also provides the automatic prompts required to review and recertify constituents' benefits on a predetermined schedule.

Vega Unity's mobile web client brings the power of Unity to your mobile device!  
 Access the same relevant views, case data, and capabilities available on your desktop, from your mobile device.

# Search content, data, and workflow cases

## Agile capabilities in an ever-changing environment

The Vega Government Solution, provides government agencies with the tools they need to integrate systems, streamline operations, remove bottlenecks, and improve teamwork so they can access critical information when and where it's needed.

With shrinking budgets and an increased demand for services, Vega helps government agencies do more with less by implementing automated processes that foster collaboration and provide continuous improvement in work efficiency. The Vega Government Solution can help agencies expand constituent services while providing a broad spectrum of capabilities including:

### Case Lifecycle Management

With the Vega Government Solution case management empowers caseworkers by handling both the predictable and unpredictable aspects of government work. It enables the automation of known processes while maximizing caseworker support when variable events occur.

The Vega Government Solution, provides access to content of any type including; benefit status, supporting documentation, correspondence, property deeds, tax information, competitive bids, contracts, permits or other legal documents required to support a task. All case contents remain past the lifecycle of the actual case so that the information in the case can be searched and retrieved if needed at a later date.

### Citizen Benefit Services

The Vega Government Solution provides the capabilities required to manage and upgrade citizen benefit programs by providing caseworkers with the information they need to make faster, more informed decisions. It automates workflows and assigns tasks to determine eligibility, expedite approvals and shorten the delivery of benefits. The Vega Government Solution allows citizens to enroll or file claims in person or via the web, mobile device, fax or telephone. Information for public assistance programs like food stamps, medical care, unemployment and financial aid is easily accessible anywhere and at any time. The Vega Government Solution organizes case files and links them to the constituents record to determine benefits.

### Constituent Correspondence and Response

Government agencies that serve an extensive population must be able to respond to the correspondence they receive efficiently and in a timely manner. From intake to response, the Vega Government Solution provides staffers with the insight they need to stay on top of their correspondence. It automatically assigns correspondence to specific staff, creates and maintains a schedule for response and generates automatic event-related messages when appropriate.

### Tasking and Tracking

In every government process there is a need to create and distribute tasks and track their completion for every thing from document requests to inspections. The Vega Government Solution automates and simplifies the routing of all requests and tracks their completion as part of all process workflows. Pending completion, all active cases are held in suspension until all required information including reports, actions and documents are received and placed into their respective case files. Once complete, all cases are placed back in circulation for final processing. Vega Government Solution improves tasking and tracking by minimizing the time for completion, improving process efficiency and saving costs.

### Freedom of Information Act (FOIA) compliance

The Vega Government Solution simplifies the processing of FOIA requests by automating the intake and assignment of the request through review, processing and fulfillment. It can handle FOIA requests submitted by e-form, letter, e-mail, fax or phone. It can automate the review and approval cycle as well as publish information to public websites or send it to specific constituents.

### Public Meeting Setup and Notification

The Vega Government Solution includes unique functionality that aids in generating public meeting notices. Agencies can issue, track and modify public meeting notices with ease. It includes the ability to automate the gathering, approval and posting of all related meeting documentation prior to and after the meeting. By replacing a time-consuming manual process, Vega empowers agency personnel to easily setup and manage public meetings as well as save both time and money in the process.

### Records and Information Management

The Vega Government Solution provides the rules and structure required for records and information management (RIM) from the time documents or cases are created to their eventual disposal. By managing a record or case throughout its lifecycle the system automatically classifies, stores, secures and tracks all actions taken during processing and provides all of the information required for compliance. Vega Government Solution automatically declares specific content or cases in IBM Enterprise Records Manager as a "Record" with pre-defined retention rules that meet government mandates regarding government documents.

The Vega Government Solution can be deployed in the cloud or on premise and easily move from one strategy to another to improve citizen engagement, increase efficiency, speed response times, and streamline processing.

# Create work spaces to improve user interaction

## Vega Unity Suite of Government Focused Products and Benefits

The Vega Government Solution unites people, content, and processes by providing a suite of unique capabilities that integrate diverse government systems and repositories, while allowing users to take informed action from a single user interface.

The Vega Government Solution uses IBM's market leading Case Management software together with the Vega Unity Suite to provide a more flexible and configurable solution that dramatically improves the way users interact with and manage enterprise content and work. It offers a rich configurable interface, role-based permissions and context related user-actions by delivering the type of capabilities that are required to drive today's diverse and specialized government processes.

A comprehensive software suite that can integrate information from many sources—including databases, enterprise content management systems, and other repositories.

### It All Begins With Information Capture

The Vega Government Solution leverages IBM® Datacap to extract information from document images for use in enterprise content management (ECM) and line-of-business systems. Datacap operates as a universal capture portal that transforms various forms and documents entering your agency through multiple channels including; the Internet, multifunction peripherals (MFPs), e-mail, fax and mobile devices.

### Empowering the Caseworker

With the Vega Government Solution, caseworkers are guided with interactive workflows that allow them to choose or define the paths required for case resolution. By consolidating processes and providing access to multiple systems, Vega eliminates application switching to save time and increase productivity.

### Integrating Multiple Repositories and Process Systems

The Vega Government Solution enables the ability to span information silos and agency boundaries, allowing you to integrate content into processes, unite teams, information, and methodologies. The Vega Government Solution provides the information you need in a meaningful form, eliminating the cumbersome task of accessing multiple systems and compiling the data into workable formats. Vega integrates Business and IT systems; applications, ECM repositories, databases and more, including:

- EMC Documentum
- FileNet P8
- FileNet Content Services
- FileNet Image Services
- IBM ImagePlus
- OpenText
- SharePoint
- File Shares
- Mainframe Legacy Systems
- Relational Databases
- CMIS
- CMOD
- Extensible architecture to add Connectors for any system
- PeopleSoft
- IBM BPM/Lombardi

### Data Migration With Vega Interchange™

An integral part of The Vega Government Solution is Vega Interchange. It allows you to swiftly transmit content from one repository to another, or one database to another, without impacting users. Users see the same presentation of content, data and workflow cases even as their data is relocated from old data repositories to new ones.

### Vega Unity with IBM Content Navigator

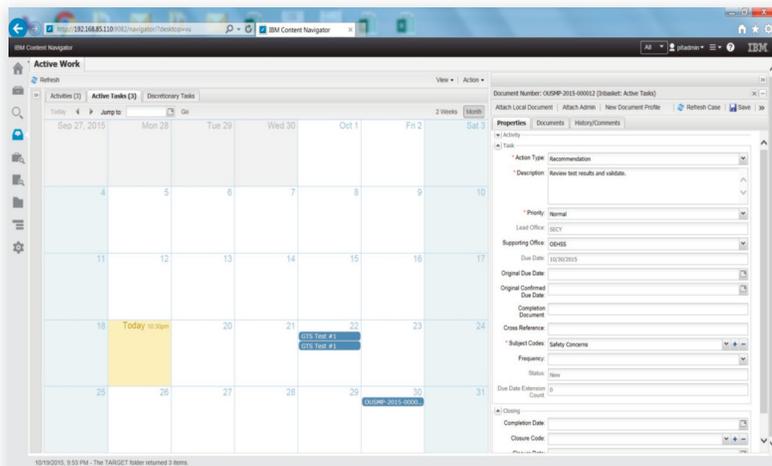
The Vega Government Solution leverages Vega Unity and IBM Content Navigator (ICN) to provide a feature-rich, highly configurable, high performance user interface for government applications. Unity leverages proprietary performance-boosting technologies that provide an ultra-fast, end-user experience. Most importantly, Unity provides a wide range of implementation choices allowing your agency to choose what aspects of your processes you'd like to prioritize.

### Enabling Data Analytics

The Vega Government Solution provides data analytics for both system performance optimization and a better understanding of your constituents. Information can be viewed across multiple systems, applications and channels to gain a complete view of your information and processes. Through the use of intuitive graphical tools you can quickly filter and visualize data to identify operating conditions and potential problems. Vega Unity can also leverage IBM Case Manager analytics via real-time dashboards and historical reporting. Comprehensive citizen data can provide complex analytics that can lead to a better understanding of your citizens to speed citizen engagement, and increase your productivity.

The Vega Government Solution offers rich out-of-the-box capabilities such as:

- Application defined tabs that allow users to quickly switch between different work spaces.
- The ability to group different processes into virtual folders for a single citizen view.
- Create Objects containing data, workflow cases, and documents from multiple resources in a single view.
- Manage a range of information formats, including scanned documents, photos, electronic forms, email, social media, web content, and SMS messages.
- Create transparency and privacy when dealing with information across process, departments or agencies.



With The Vega Government Solution you can effortlessly configure multiple work spaces for different roles and fuctions including everything from phone service to citizen benefits and permitting to on site inspections.



# Vega Consulting Services

## Getting the most out of your technology investment

Integrating systems, platforms, and repositories for more effective use, increased productivity and better citizen engagement in government agencies.

### Proven Experience

Vega has deep, practical experience in helping government agencies stay agile while evolving their systems to meet the government challenges of tomorrow. We are experts at helping to define process requirements and exploring the technologies that can improve productivity while reducing costs.

Vega has a well-established history of success in the government industry, delivering effective solutions to federal as well as state and local governments. Our solutions have proven success in dramatically enhancing the following applications:

- Case Lifecycle and Management
- Citizen Benefit Services
- Constituent Correspondence and Response
- Issue Tracking and Tasking
- Freedom of Information Act (FOIA) compliance
- Knowledge Management
- Public Meeting Setup and Notification
- Inspections and Review Cycles
- Workers Compensation Claims and Processing

### United States Nuclear Regulatory Commission

The US NRC turned to Vega to help them deal with an outdated legacy system which had been architected and supported by “big five” consulting firms. Vega assessed the situation and provided a roadmap using the Vega Unity Suite to consolidate, secure and provide context driven access to data in over a dozen disparate content repositories for both agency personnel and citizens. The challenge was not only to transform the infrastructure, but also to deploy several innovative case management solutions in a limited time, and with a tight budget.

### Award winning Solutions

On June 23, 2015, the U.S. NRC was recognized by the industry’s business process standards body, the Workflow Management Coalition (WfMC), for excellence in Adaptive Case Management solutions in government. In addition, at the WfMC annual awards ceremony for Excellence in Case Management, NRC was judged as the best overall submission for 2015 across all industries.



### Methodology

The Vega Government Solution is built and delivered using the Vega Xcelerate methodology. Vega Xcelerate enables the progressive transformation of your organization and processes, enabling you to start with a project that will deliver a return on investment in a short amount of time, and then reuse the Vega Government Solution assets for other applications. Our consulting services include:

### Government Solution and Architecture Consulting

- Project feasibility and scoping
- Requirements analysis and review
- Business analysis and functional design
- Technical design, review, and architecture mentoring

### Government Solution Implementation

- Application development, code review, and mentoring
- Near-Market™ Case Management
- Unit testing, load testing, and test automation mentoring
- Development hosting and turnkey solutions

### Vega An IBM Partner

Since our inception we have worked closely with IBM FileNet to implement content management and workflow solutions. Our team has unsurpassed experience in the government industry and is well versed in integrating solutions from our other partners including:

- Apple
- CSC
- Locus Systems, Inc.
- Microsoft
- Nova Doc
- Oracle
- Price Waterhouse

### For more information

For more information on how the Vega Government Solution can help your company achieve its vision, please contact your Vega representative or Vega Business Partner, or visit: [www.vegaecm.com](http://www.vegaecm.com)

### Vega ECM Solutions

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