Converting the Services of Government into Systematic Digitized Processes

St. Louis County sitting in eastern central Missouri is known for its historical and cultural attractions including the Gateway Arch, the Missouri Botanical Garden, and the St. Louis Zoo. Its government, however, wants to be known for a high level of customer service to its 1.1 million residents.

With responsibilities including administration, emergency management, road maintenance, tax collection, and vital record keeping, it relied on a vast number of legacy tech systems that were in need of integration.

St. Lous County had a collection of systems and processes that differed across departments. Officials were looking for a solution that would allow them to modernize their systems, upgrade their processes and enhance access for the public and staff.

Challenge

The county needed a workflow engine that was versatile and could be integrated into the existing technology stack. They needed to provide the public the ability to file forms and obtain information through a system that enabled online and mobile access.

They needed a cost-effective solution that would be easy to use across departments.

"We view everything we do, whether it's filling potholes or giving vaccines as customer service. That's the job of every one of the 4,000 St. Louis County employees. Our customers are the 1.1 million residents of St. Louis County."

Will Reise
Chief Technology Officer,
St. Louis County

"We wanted to give people the experience that they're used to when they go to a corporate website."

Will Reise

Solution

FlowWright provided a workflow engine that enabled St. Louis County to coordinate internal systems so that it could digitize its processes. With the improved internal systems integrations, the county developed two custom-built applications, Residential Customer Service for the public and Employee Customer Service for internal use, that supports all-hours access.

Now, when information is entered into the system, it is sent automatically to the people who need to see it. The enhanced Resident Customer Service platform results in greater efficiency and cost savings.

With the new system the county estimates that a potential savings of $1.5 million year over year for the next 5 years.

Working with FlowWright

After taking the time to understand the needs, challenges, and objectives of St. Louis County, FlowWright provided a flexible solution. The workflow engine worked with existing systems and was easily integrated into the existing infrastructure across departments. And, it enabled access from custom-built apps.

Our **Low-code BPMS** provide digital transformation capabilities to local, state, and national governments. Our solution covers:

• Automating processes that require interaction with the public
• Automating internal processes
• Generating reports and analysis
• Demonstrating Compliance

Public-facing processes are readily automated, with government web pages serving as the starting point for the public to fill out forms and initiate certain processes. These can be used for:

• Licensing or Certification
• Reporting Compliance Issues
• Receiving Public Comments or Questions
• Accepting Requests for Services

"What I'm always looking for in this space of public service is someone who is willing to be a partner. FlowWright was truly invested in our success and it was clear that they were looking to get us something we were happy with."

Will Reise