

Dorchester County Streamlines Operations During the Pandemic

Integrated Digital Forms and Workflow Automation Serves Employees and Constituents Without Disruption

While many state and local governments were caught largely unprepared at the start of the pandemic, Dorchester County of South Carolina was ready. Its digital transformation was already underway. The forward-looking county had turned to [SimpliGov's](#) industry-leading workflow automation platform to digitize forms, automate processes, and deliver services on demand well before COVID-19.

"We had been working with SimpliGov long before the pandemic, and we definitely benefitted greatly by having services online when COVID hit," said Jason Walters, Chief Information Officer, Dorchester County. **"Automation and digital forms go a long way toward simplifying government in a time of crisis."**

CHALLENGE

Before the pandemic, Dorchester had already transitioned from paper processes to digital forms, but it realized that the complex associated processes needed to be revamped. While the county's processes were automated, they were siloed, which created collaboration issues when multiple departments were involved.

"We were looking for a solution that connected online forms with an integrated back-end workflow management system," Walters explained. **"We saw how automating back-office tasks could help maximize efficiencies and streamline the workflows involved in these interdepartmental processes."**

A system was needed to allow the county to track and understand the different types of incoming requests and manage them all effectively.

SOLUTION

Dorchester County leveraged every component of the SimpliGov workflow automation platform, including the integrated online forms and SimpliSign electronic signature capabilities.

On the front end, the simplicity of the end-user dashboard experience allows employees to easily manage and filter incoming form requests and intuitively complete the necessary steps. The SimpliGov system has empowered Dorchester IT to turn activities over to non-technical government personnel who can leverage its ease of use.

With the help of SimpliGov's support team, Dorchester County initially implemented budget transfer and council meeting speaker requests. SimpliGov has taken a lot of pain out of the former, which consisted of several approval channels.

"In the past, when old paper-based forms were submitted, there was no way of knowing where it was in the approval process, how far along it was, or when it would be completed," said Walters. **"We were inconveniencing our constituents by requiring them to come in and fill out these paper-based forms. Similarly, it was difficult for our employees to ascertain their current status."**

The new speaker process has helped the county execute virtual council meetings. **"We could continue to provide public transparency and have productive meetings because we had the right capabilities available on the SimpliGov platform, which meets government requirements very nicely,"** added Walters.

RESULTS

The shift to automated workflows has made it easier for Dorchester County to navigate the complexities of multi-department approvals and transfers, provide visibility through a central dashboard, and interact with constituents. The results are increased productivity, time savings, reduced complexity, and faster time-to-value. **Forms can be created in days,** according to Walters.

"With the SimpliGov platform's capabilities, we managed to simplify government," Walters concluded. **"The SimpliGov team helped us understand the technology and leverage it for our county's benefit."**

"We have found the SimpliGov interface to be extremely intuitive and easy to use. We also found SimpliSign as an e-signature capability to be exceptionally efficient—it met our needs capably."

Jason Walters,
Chief Information Officer
Dorchester County