

MODERNIZE CITIZEN ENGAGEMENT

Solutions That Meet Constituents Where They Are

Health and Human Services agencies provide essential services to their constituents and clients. Depending on the agency and department, they are tasked with disseminating health information, serving the individuals and families of their communities, creating programs to improve the health and wellbeing of their citizens, and so much more. The vital role that HHS agencies play also means your clients need access to you and your records, systems, and case files, which starts with building a content management infrastructure that meets the needs of your agency and citizens.

Learn how better information management can result in a better experience for your constituents and more time dedicated to serving your state and community.

What We Offer

Interconnected Systems

Break down agency silos to create a single source of truth for constituent information, improving internal visibility and collaboration.

User-Facing Forms

Allow your constituents to create new case requests from anywhere, freeing up your phone line, eliminating paper processes, and expediting the case resolution process.

Automated Process Flow

Eliminate repetitive tasks and streamline backend processes to allow your employees to focus on high-value work.

What You Gain

- Integrated Case Management Systems
- Remote Citizen & Employee Access
- Increased Visibility
- Faster Response Times
- Increased Security & Compliance

Stop Worrying About

- Disorganized Case Management
- Inaccessibility to Public Records Requests
- Cross-Agency Silos
- Growing Case Backlog
- Meeting Compliance Regulations

Who We Are

DataBank is a data activation and process improvement firm partnering with government, healthcare, and private sector clients to create efficiencies, power automation, enable strategic decision making, and ultimately better serve stakeholders.

What Improving Your Citizen Experience Really Means



3%

Increase in total government revenue



20%

Higher operational efficiency



20%

Increase in customer satisfaction



30%

Increase in employee engagement

*McKinsey & Company, Nov. 17, 2017; Jan. 29, 2018

Modernize Your Citizens' Experience

Reach out to your DataBank Sales Representative