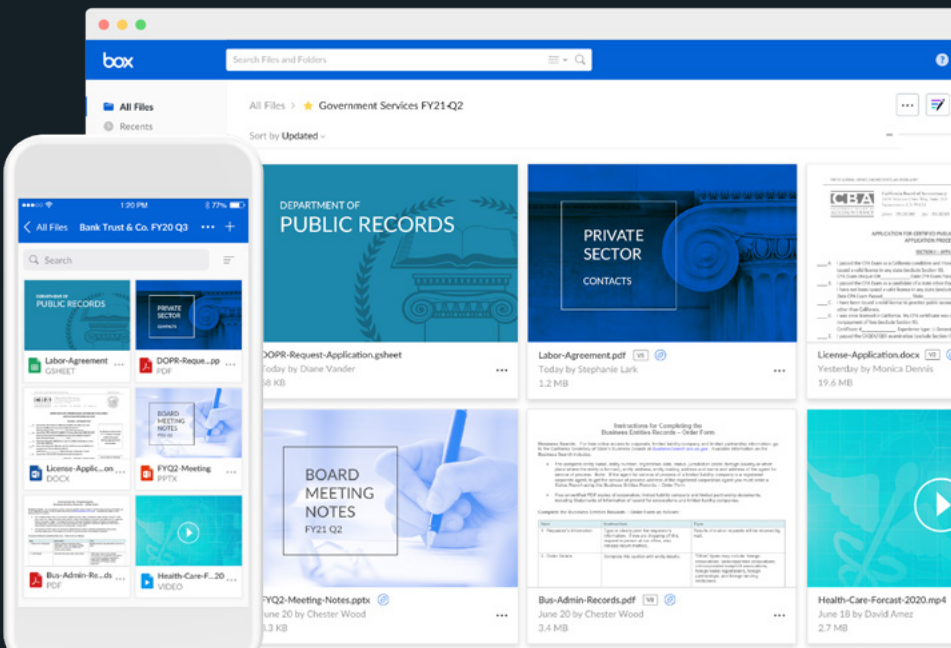


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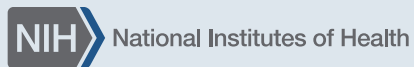
Get to Know Cloud Content Management for Government Agencies



The world's government agencies
trust Box

97K+
Customers

68%
Fortune 500



About this ebook:

Our perspective on public service today

Streamlining your agency workflows means finding the right technology to move initiatives forward. But public service has changed. Citizen and stakeholder expectations are higher than ever. Resources are limited. Keeping work flowing smoothly and quickly means transforming the way you run your agency – from information processing and automation to data security, inside and outside the agency perimeter.

Change doesn't happen overnight. Becoming truly effective is a journey, especially when you're dealing with unstructured data. A single platform for secure content management, workflow, and collaboration helps you build better experiences for citizens and employees across your agency.

Our government customers are doing amazing things with Box

- ▶ [The Department of Energy](#) national labs network transformed research and development processes by securing and optimizing the way researchers engage with universities and global R&D organizations.
- ▶ [The London Metropolitan Police Service](#) transformed how digital evidence is collected, evaluated, and organized. This reduced the time needed to refer cases to to prosecution, increasing the likelihood of successful adjudication.

Table of contents

- 4 Work looks completely different today
- 5 A single, secure platform
- 6 How the journey comes to life
- 8 Rethink work across every department
- 10 Make your move to the cloud



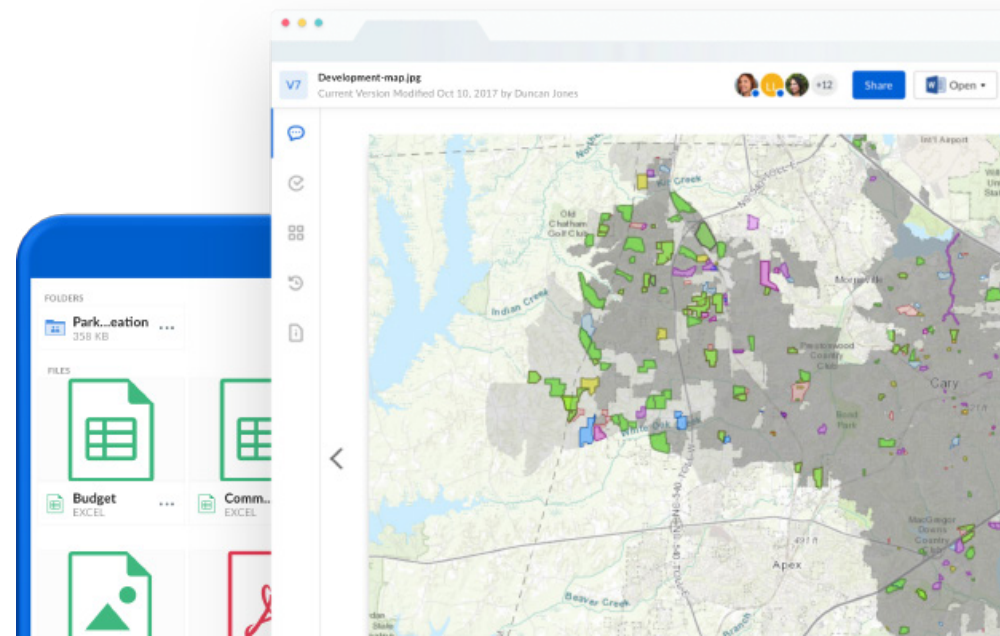
Work looks completely different today

Across local, state, and federal governments, all departments rely on new technology to provide services that meet evolving expectations of citizens and businesses. From administration and operations to public/legal affairs, finance, acquisition, and HR, tight budgets and increasingly complex security challenges mean you need smarter workflows, productivity, and interagency collaboration across teams.

Technology is supposed to make everything easier. But agencies racing to keep up with growing amounts of data are using a patchwork of legacy content systems and modern tools. It's an honest attempt to strike the balance between rising external stakeholder expectations and familiar ways to work, but these methods fail to adapt to change — and end up siloing information across an organization. The result: sheer complexity at a time when they need simplicity most.

With projects becoming more collaborative and often more chaotic, your agency needs a content platform that keeps up with the speed of work today. You need to support the ever-evolving way work gets done while improving the experience of citizens and stakeholders. That's why every part of your agency must rethink how it operates digitally.

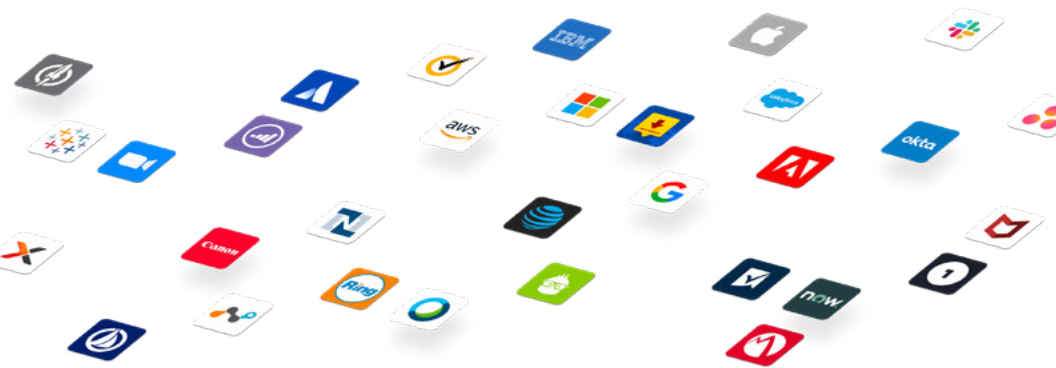
That's where Box comes in. We give you a single content platform for secure content management, workflow, and collaboration. It's called cloud content management (CCM) — and it's built for the way your agency works today. As we've partnered with leaders at the world's most innovative organizations, we've observed how CCM helps companies simplify how they work. This ebook will take you through that journey, showing what CCM can do for you.



A single, secure platform

In public service, unstructured content comes with the territory and requires stakeholders inside and outside your agency to create, review, manage and approve documentation. From core functions like case management and emergency response, to transactions, protecting citizens, and addressing stakeholder needs, all processes depend on secure collaboration across your ecosystem.

Traditional IT architectures, often built using unsecured consumer tools, lead to silos of information across systems and departments and challenges in meeting security and privacy regulations, such as FedRAMP. In addition, agencies run into issues when collaborating across stakeholder groups on vital records, such as contracts, employment records, evidence, and case files.



Box solves these challenges in three important ways:

- **Centralizing content on a single, secure platform** gives agencies the ability to ensure the highest level of government security and privacy compliance, including FedRAMP, ITAR, DoD SRG IL-4, IRS 1075 and others.
- **A common work environment** allows for automation across stakeholder groups and agency boundaries, reducing end user friction and IT overhead.
- **A centralized platform** allows for integration across all technology platforms. This enables limitless agency operations in Salesforce, DocuSign, ServiceNow and more.

When you use Box as a single content platform for all your agency needs, collaboration gets easier. Work happens faster. Your content is more secure. And your teams and external partners get more done.

How the journey comes to life

Let's take a look at a real-life agency example. Procurement is a key process for agencies large and small. Many still run entirely manual workflows, using email to collaborate and asking vendors to sign paper contracts in person or to submit them via fax or mail.

Powering this common workflow with CCM completely transforms your approach.

This is how it works:

- 1** Government contracting officers start by creating a shared workspace for each procurement, identifying templates and supporting material, such as market research, requirements, and acquisition regulations in one place.
- 2** Internal and external collaboration happens faster and in real time, where program managers and SMEs simultaneously develop and finalize the statement of work and terms of service. Plus, review and approval of assets are now automated, which accelerates submission to the acquisitions department.
- 3** Vendors easily access, submit, and review proposals securely online. Seamless integrations with eSignature tools create a better end-user experience and speed up transactions. And the right governance policies are applied to each contract.

- 4** Proposal reviews occur in real time with comments and editing capabilities, while maintaining detailed audit trails. Advanced security capabilities allow fine-tuned access control, while maintaining versions and ensuring security throughout the process.
- 5** Automatic records management policies are then applied, ensuring compliance with relevant regulation for retention, disposition, litigation holds, and discovery.

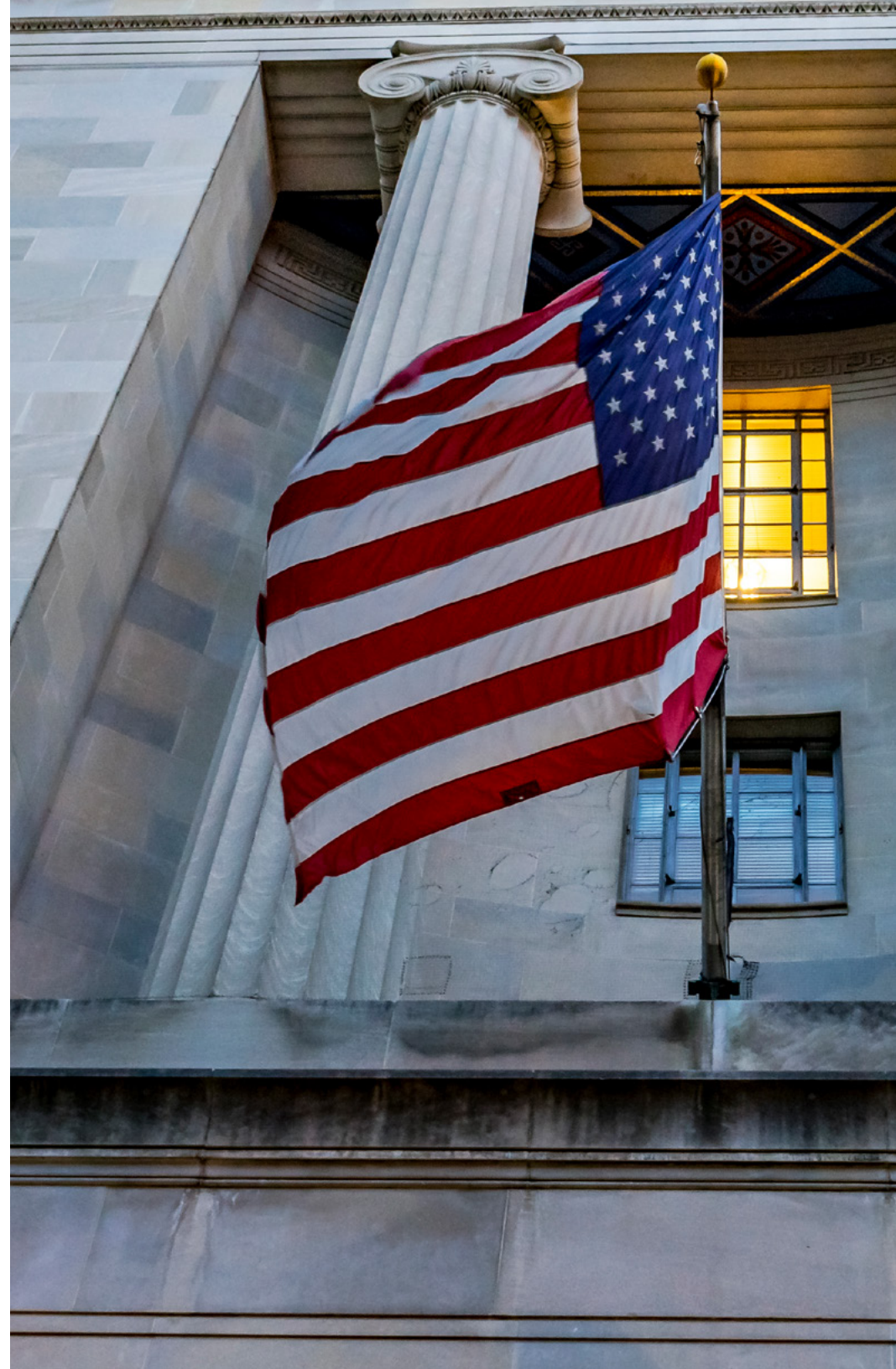
By centralizing all relevant content into a smart workspace within the CCM platform, agencies speed up business processes, reduce friction and audit risk, eliminate confusion, and increase user productivity.



“As Department of Justice mission areas become increasingly digital, with agents, analysts, and prosecutors relying on digital technologies to manage digital case assets, the need for a seamless, mobile-enabled, secure content platform becomes increasingly important.”

Ron Bewtra, Chief Technology Officer,
U.S. Department of Justice

The U.S. Department of Justice improved records management and saved over \$15 million from legacy solutions by centralizing and securing sensitive information and maintaining its chain of custody through advanced audit logging with Box. Cross-agency collaboration improved and reduced delays in prosecutions by coordinating cases across 39 bureaus and agencies and hundreds of non-government entities. Finally, eDiscovery and legal holds were centralized to satisfy evidence discovery requirements by sharing case files with external counsel.



Rethink work across every department

CCM comes to life in every line of business, driving efficiency around the key processes teams do every day. Our customers are applying this approach across entire organizations and have seen incredible results.

Here are a few ways various departments benefit from Box:

Case Management

Simplify case intake and processing to accelerate citizen services

- Citizen and stakeholder portals enable digital case intake, reducing burden on citizen service centers and paper-based case files
- Integration with best-of-breed case management systems can automate case review
- Ongoing engagement with citizens through apps and portals validates supporting documentation
- Automatic creation of case records and policy automation ensures compliance with records management.

Procurement

Speed up contract cycle times across procurement with Box

- Accelerate the procurement cycle to close more contracts
- Access and manage files like Requests for Information (RFI) and Requests for Proposal (RFP) from a single place, sharing them with vendors and partners
- Streamline contract collaboration and approvals with eSignature integrations

Citizen Requests

Help optimize citizen requests with Box

- Collaborate in real time between agencies, all while securing sensitive content and protecting IP
- Power digital asset management with a central source of truth for marketing assets
- Intelligently automate approval workflows

Field Operations

Connect field personnel with digital access to critical data

- Digitize inspection and oversight processes with mobile devices and content access, such as maintenance manuals, historical case files, maps, and blueprints
- Collect sensitive information during field operations such as evidence, scanned documents, images and video, instantly connecting this data to ongoing case review processes
- Collaborate with cross-agency personnel at the federal, state and local levels in the field for emergency response

HR

Reduce the time it takes to onboard employees

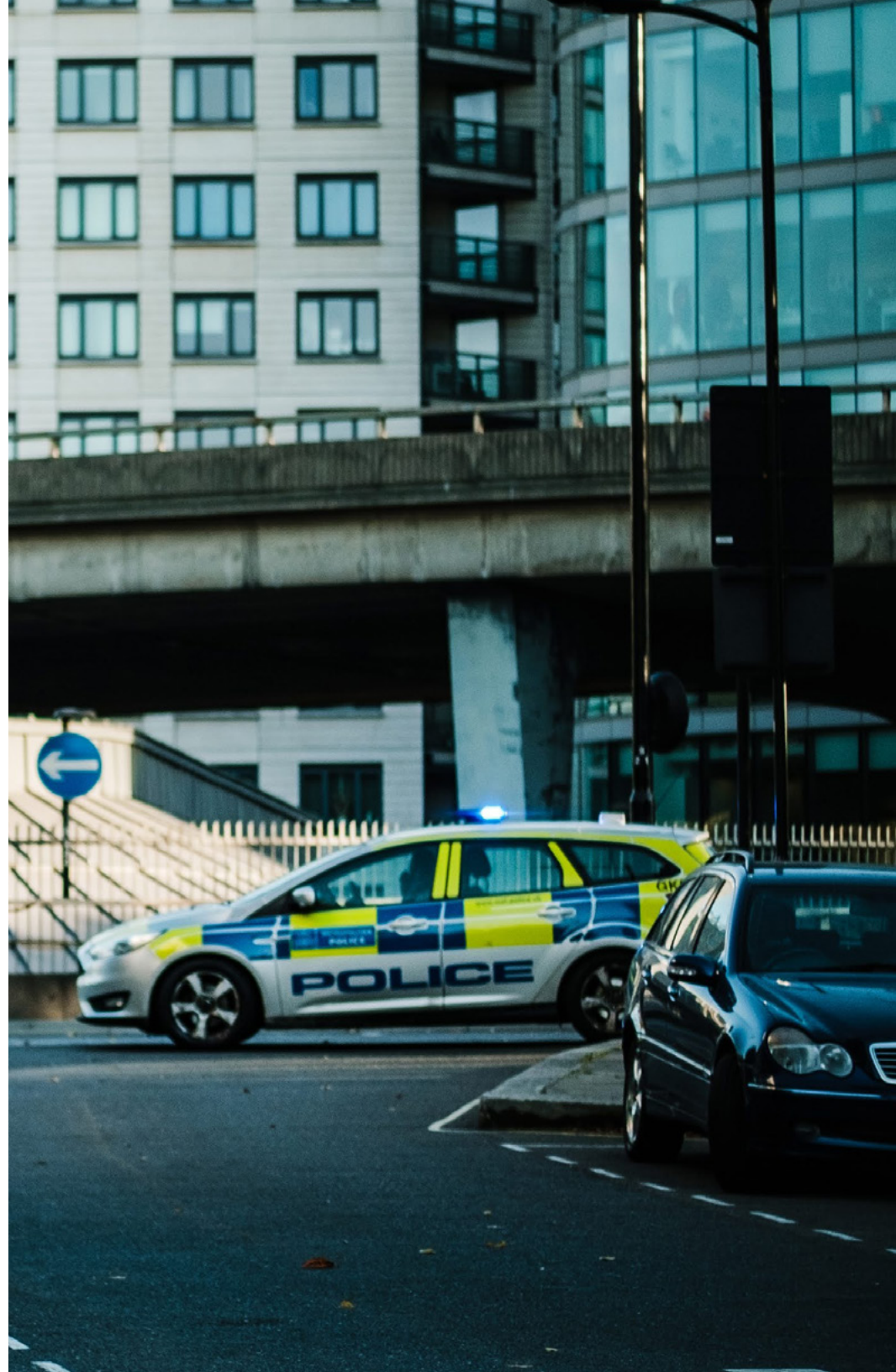
- Decrease the risk of exposing sensitive information
- Automate candidate onboarding process while protecting PII and maintaining compliance
- Build a custom HR portal to standardize documents and procedures



“By choosing Box, we’re transforming how we access content across the force, which is absolutely critical when working on the frontline of law enforcement.”

Angus McCallum, Chief Information Officer
and the Metropolitan Police Service of London

The Metropolitan Police Service, commonly referred to as Scotland Yard, is the territorial police force responsible for law enforcement in the 32 London boroughs. In preparation for moving content to the cloud to meet complex GDPR compliance standards, the agency implemented Box to manage and store content in European data centers with Box Zones. This also helped transform the speed of sharing content like case evidence across the force, improving productivity, which is especially critical for frontline teams. Additionally, thousands of hours of travel time were eliminated for police officers who previously collected evidence via USBs and DVDs. They now access CCTV footage from a central online location.



Make your move to the cloud

Today, forward-thinking agencies are moving work to the cloud. What each of them have in common is content — valuable information driving their mission-critical processes. And as you've seen, their success hinges on how they use it.

We deliver a single platform for secure content management, workflow, and collaboration with these needs in mind. More than 97,000 businesses and 68% of the Fortune 500 trust Box to help them power faster workflows, improve agency processes, generate actionable insights, and future-proof their organizations. With Box, agencies like yours can win today — and keep the momentum going.





Box (NYSE:BOX) is a leading cloud content management platform that enables organizations to accelerate business processes, power workplace collaboration, and protect their most valuable information, all while working with a best-of-breed enterprise IT stack. Founded in 2005, Box simplifies work for 68% of the Fortune 500, including AstraZeneca, General Electric, JLL, and Nationwide. Box is headquartered in Redwood City, CA, with offices across the United States, Europe, and Asia.

To learn more about Box, visit box.com