Most government agencies face increased program demands, decreased budgets, and a shrinking workforce while striving to implement more efficient citizen and employee communication processes. Technology issues—such as non-integrated systems and disparate content sources and databases, along with uncoordinated delivery channels—make addressing these needs difficult. To meet these challenges and make communications (like eligibility notices and tax statements) more effective, government agencies need a single document automation platform that seamlessly supports high-volume, on-demand, and interactive document applications of all types, regardless of complexity, variability, or output channel.

### Reduce complexity

Most organizations have significant costs tied up in multiple document creation technologies and processes that connect silos of information to citizen document applications. The HP Exstream document automation solution is a single platform for design through delivery of any document type. It meets the most sophisticated document creation requirements—from automating and streamlining high-volume tax statements, court orders, and claim forms to personalizing correspondence and enabling e-form initiatives.

Designed to easily fit into any IT environment, including service oriented architectures (SOA), HP Exstream directly accesses and uses data from delimited files, XML, ODBC databases, legacy print files, and messaging queues to create personalized communications. You no longer need to create and maintain systems that consolidate disparate data.

### Streamline document processes

Take advantage of HP Exstream’s fully integrated end-to-end document processing, including variable design, testing, real-time composition, advanced data and content integration, output to 20+ formats from a single design, high-volume optimization and workflow, assured delivery, and controlled interactive document editing.

HP Exstream enables browser-based design collaboration with built-in approval workflow. Its many capabilities for testing document applications can significantly improve productivity and optimize performance. Additionally, built-in functionality for high-volume print/mail environments eliminates the need for post-processing programs.

### Communicate more effectively

Prioritize and incorporate only the most relevant messages into documents based on rules, available white space, or at the point of need (to explain a complex tax issue, for example). You can also automate the inclusion of pre-printed inserts based on recipient criteria.

Communicate clearly through a variety of channels (such as print, web, and email) with visually appealing documents that simplify complex information, including data-driven charts of almost any type and relevant messages inserted at the point of need. Plus, with the ability to deliver communications to non-English speaking citizens in their preferred language, you can communicate more effectively and increase citizen satisfaction.
Organizations using HP Exstream report **dramatic annual savings** by increasing efficiency at every stage of the document production process.

## Reduce...

### Total cost of ownership
Reduce maintenance and support costs by replacing many legacy document handling software products and systems with HP Exstream—a single integrated, full-service enterprise document automation solution. After installation, job setup, data mapping, and ongoing maintenance of documents can be put in the hands of agency personnel rather than specialized IT staff, saving a great deal of time and expense.

### Document production costs
HP Exstream automatically creates all of the fonts and resources needed for the output device, allowing you to design one application that will output to multiple delivery channels in a single pass. Its robust design database lets you store and reuse commonly used objects—such as charts, tables, images, graphics, and business rules—across all document applications. While other solutions require supplemental print stream processing programs and program maintenance to meet changing requirements, HP Exstream allows you to easily manage changes to your document applications in an intuitive graphical design environment. All of these capabilities can add up to dramatic savings: some HP Exstream customers report production cost reductions of up to 80 percent!

### Document inventory and templates
Generate on-demand customized communications such as tax bills, claim forms, notices, regulatory correspondence, and other documents. With HP Exstream, you can add relevant content to documents at run time because it lets you dynamically assemble documents as needed. This reduces inventory and makes outdated and unused offset printed material a thing of the past. Eliminate the need for IT to develop and maintain thousands of templates and various desktop solutions with HP Exstream’s intelligent, portable, and interactive templates. Interactive templates offer customer-facing staff a controlled, yet flexible means to generate personalized correspondence on demand with preapproved, up-to-date, and regulations-compliant content.

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**Rapidly create complex, variable document applications**

- Create and modify fully variable, data-driven document applications in half the time it takes with alternative solutions using HP Exstream’s intuitive visual interface and automation of labor-intensive processes.
- An object-oriented software solution, HP Exstream lets you design and combine objects to build document applications. Store design elements in a common database to easily reuse them across applications, significantly reducing document development and maintenance time.
- Audit fully-composed test output and review it immediately online, and then edit your design simply by clicking on an object. HP Exstream includes many advanced capabilities to compare output, simplify test data, analyze marketing campaigns, and perform regression testing.
Easily access content
HP Exstream seamlessly integrates with existing IT environments through its comprehensive connector technology and open architecture. You can:

- Directly access data from multiple sources, including Welfare Management Systems (WMS), Enterprise Tax Management (ETM) systems, case management, and content management systems running on mainframe or in distributed environments.
- Map data directly from a wide variety of file formats including XML, delimited files, mainframe-based flat files, SAP-RDI files, and ODBC-compliant databases.
- Eliminate the need to develop and run preprocessing systems with HP Exstream’s ability to directly access and process multiple sources of data and content in their native formats.

Optimize high-volume production
HP Exstream was designed for high-volume environments, allowing you to potentially save millions of dollars in postal and paper costs. You can:

- Achieve maximum efficiency because all of the resources needed for the target output device are built dynamically, including fonts, images, and overlays.
- Improve production performance with the ability to process complex, variable documents as much as 10 times faster than alternative solutions—as verified in customer benchmark tests.
- Produce native output for many different print and electronic delivery mediums—including XML—in a single pass, to support batch and real-time delivery requirements.

Improve citizen experience through real-time services
HP Exstream can support point-in-time requests for specific documents by running as a real-time service. For example, a vehicle registration web application can collect information from citizens while they are waiting at the DMV office or working from their home or office, and then send the information to HP Exstream. A fully personalized renewal form for the citizen is then composed and sent back to the online system for presentment in real time. In addition to high-quality PDF or HTML for online viewing, HP Exstream can generate documents in other formats, such as XML and TIFF, for records management and archiving.

Depend on assured delivery of critical communications
HP Output Server (HPOS) can be combined with HP Exstream to provide reliable delivery of critical documents and real-time notification of device malfunctions or job interruptions. Save time and money by only printing the pages that failed instead of the whole job. HPOS also enables centralized management for tracking and controlling, allowing you to easily incorporate new output destinations. All delivered jobs can be audited so you know who printed what, when, and where at any time. This is crucial for regulatory compliance mandates and quality assurance.
Make employees more efficient

Balance workload across departments
When you use different solutions in each department, it is impossible to take advantage of workforce capacity across the overall organization. By standardizing on HP Exstream, agency workers are empowered to work independently of IT, resulting in a better workload balance across departments. A single document automation platform also ensures consistency across citizen communications.

Simplify regulatory compliance
Easily manage content inclusion or exclusion based on effective dates and jurisdictions with HP Exstream’s automated compliance support. You can also take advantage of the user-definable approval workflow process. This includes email notification to designated approvers to streamline your application change cycles and make sure your documents meet government compliance standards. The software also uses the Voluntary Product Accessibility Template (VPAT) as a way to assist U.S. Federal agencies and other customers in complying with “Electronic and Information Accessibility Standards” set forth in regulations. VPAT is a standardized form developed by the Information Technology Industry Council to show how a software product meets key regulations of Section 508 of the Rehabilitation Act.

Collaborate and manage content workflow and approval electronically
HP Exstream’s intuitive and role-based design environment supports collaboration across your organization so you can ensure only timely, relevant communications are delivered to citizens. Manage review and approval workflows electronically instead of the standard approach of printing sample documents and routing them to appropriate personnel for approval.

Create e-forms to accelerate employee communication
HP Exstream’s interactive document application capabilities help you accelerate government employee communication processes through the use of e-forms. Using the Live Editor allows you to collect information from the employee, create personalized documents, and send them back to the employee. For example, your organization can automate fulfillment of a benefits package based on data taken from an e-form. Employees fill out the e-form and choose the services or coverage they want. All of the available choices can be part of the interactive document you create and maintain. Because it is integrated with your legacy systems, the information collected can flow directly back into your employee information databases. You can also automatically create and send a letter to the employee documenting his or her choices and the cost.

Or, government employees can use interactive documents to collect citizen information in a live environment. Based on the information collected, an approval or denial notice may be generated and sent to the citizen in the preferred print or electronic format.

Key capabilities
- Track information sent to citizens or employees.
- Produce multi-lingual documents from a single design.
- Create high-quality PDFs for online viewing and archive requirements.
Adding point-of-need information and relevance to communications through customized images, messages, and other variable information reduces call center volume because your communications are clearer and easier to understand.

Enhance citizen communications through personalization
Make communications more relevant by personalizing your citizen documents. Using content from citizen and tax payer databases and content management systems, HP Exstream allows you to incorporate relevant and targeted information—such as legislative and public service announcements, helpful tips, variable graphics, and other rules-driven messages—directly into notices and other citizen correspondence. Agencies have reported recipient responses as much as tripling using HP Exstream.

Reduce call center costs
Documents that are confusing or difficult to understand may cause citizens to contact caseworkers or hotlines with questions, increasing costs and resulting in what can be a time-consuming, frustrating experience. HP Exstream allows you to produce higher-quality, more accurate communications that are easier to read, contain only relevant content, and use highlight color and targeted messages to clarify information at the point of need.

Speak their language
From a single application design, HP Exstream allows you to generate correspondence in the citizen’s primary language as well as manage variable content to help ensure compliance with changing government regulations, like California’s State Bill 853. It also includes a spell checker for 21 languages.

Create e-notifications for citizens
Generate timely reminders to notify citizens of important events, such as impending court dates or expiration of services, to reduce expensive call center inquiries. For example, child support orders are often sent out months before the court dates. HP Exstream can generate electronic reminder messages for non-custodial parents that are sent prior to the court date. Or, when a driver’s license or tag is about to expire, agencies can generate messages to remind citizens where to go and the cost involved to update their license or vehicle plate so they can take action.

Design, develop and deliver any communication from one software solution
Citizen communications
- Notices
- Correspondence
- Driver licenses
- Order letters
- Program enrollment kits
- Regulatory and legislative

Interactive documents
- Web-based fulfillment

Statements
- Tax bills
- Vehicle registration

E-forms
- Web-based fulfillment
- Internal report
Enable users to **print responsibly** and **reduce environmental impact** by taking advantage of HP Exstream’s many electronic and interactive capabilities that reduce paper usage. You can also design documents to manage white space more effectively.

**Go green**

**Deliver electronically**
To save time, paper, and postage costs, HP Exstream supports more than a dozen electronic formats, enabling you to deliver communications through multiple channels, such as PDF, SMS, web, and more. You don’t have to go back and redesign document applications to begin producing output for electronic formats. Instead, it’s as simple as selecting the desired output checkboxes in the graphical user interface (GUI).

**Incorporate messages into white space**
Incorporating targeted marketing messages into the white space of documents at run time instead of inserting flyers and printserts for those messages means you use less paper and mailings are smaller. HP Exstream’s unique white space and campaign management capabilities ensure you’ll never waste valuable document space for capturing your recipient’s attention.

**Combine mailings per household**
Instead of sending separate notices or statements to everyone in the household, you can combine documents for multiple people in the same household into a single portfolio application (if applicable). HP Exstream lets you create and mail one statement or notice per household, saving paper and reducing waste.

**Use visual comparison tools**
Facilitate regression testing of document applications entirely through electronic means. A historical approach to regression testing of document application changes was to print large volumes of sample output before and after the changes. Individuals would then visually check for differences by hand. HP Exstream allows this process to be performed electronically, eliminating duplicate pages and allowing you to focus only on the pages that changed, saving time and paper.
HP Exstream document automation software is the proven single platform solution used by industry-leading companies around the world. Government agencies that use HP Exstream significantly reduce document development and production costs and total cost of ownership.

Choose HP

HP provides a wide range of training, consulting, and technical support services to maximize your investment in our products. Customers who take advantage of our training and support have faster and more successful implementations and learn best practices by working with our solutions experts.

We offer a set of combined education and consulting services designed to accelerate knowledge transfer and jumpstart the completion of an initial application. Our customers can also access online support systems for problem tracking and enhancement requests.

Learn more

For more information about the HP Exstream enterprise document automation solution, please visit www.hpexstream.com or contact us at exstream.info@hp.com or 866-318-5925.
Significantly reduce costs with a single solution for document design, creation and multi-channel delivery.