



EXPLORING POSSIBILITIES WITH

Ohio Shared Services

Message from Everett Ross



Everett Ross

Ohio Shared Services Lead

As organizations look for ways to deliver cost-effective, high-quality service, more public sector entities are moving to a shared services platform. Sharing resources enables organizations to reduce costs and increase efficiencies.

In shared services, organizations move beyond the traditional business roles by forming partnerships with their customers. These partnerships increase communication and collaboration, and help to identify and eliminate barriers that could impede service delivery and customer satisfaction.

Today, standardization and centralization of business processes is critical in reducing costs. Gaining insight from an outward perspective, through the voice of the customer, is essential in delivering high-quality service. It's striking the right balance when forming partnerships.

At Ohio Shared Services, we understand and recognize the need for partnerships. We partner with our customers by offering consumer-centric solutions. These solutions enable our customers to focus on their core missions and services to better serve the State of Ohio.

Ohio Shared Services...

The State of Ohio has a tradition of looking toward the future through innovative practices. In keeping with this tradition, the Ohio Office of Budget and Management (OBM) embarked on a mission to create more efficiency and provide better service to state government through shared services. OBM turned to the private sector to identify through analysis and interviews, ways it could bring about these changes for the State of Ohio.

Some of the key elements were:

- The State of Ohio is different from other organizations; but not unique in the challenges it faces to reduce costs.
- The state's leadership wants to significantly change the way Ohio does business.
- Based on recent state initiatives, there is a significant opportunity to repurpose back-office functions towards the administration's citizen-facing priorities.
- Shared services must deliver on its service commitments in a consistent, accurate and cost-effective manner to state agencies with a customer focus.
- Recruitment and retention of highly motivated employees and leadership is critical to shared services.
- Shared services must deliver a true return on investment.



The result, Ohio Shared Services, a nationally recognized public sector shared services center.



Ohio Shared Services offers an expansive suite of financial tools and state-of-the-art technologies, which includes the following:

Accounts Payable

- Invoice Processing
- Electronic Invoice Submission

Travel and Expense

- Employee Self-Service Module
- Online Travel Reimbursement
- Electronic Receipt Submission

Vendor Maintenance

- Maintain Statewide Vendor Database
- Manage 1099 Process
- eSupplier, Self-Service Portal

Contact Center

- Computer Telephony Integration (CTI)
- Customer Relationship Management (CRM)
- CallCopy

Enterprise Content Management Service (ECM)

- High-speed Scanning of Documents
- Document Storage

In recent years, companies have adapted their business processing systems to reflect the global shift towards paperless electronic document handling, which saves costs for paper, physical storage, postage and processing time. Still, in the shift towards a paperless economy, there is a need to digitize hard copies either from back files or on the front end as new documents are taken in.

Our cutting-edge OPEX technology facilitates fast, accurate digital conversion of new documents and back files. Ohio Shared Services features a secure environment, where high-speed scanners rapidly digitize documents directly from sealed envelopes.

Our processing capabilities are extensive. Some highlights include:

- Automated import of faxes and emails attachments
- Automated and manual indexing
- Document storage and management
- Automatic barcode processing

We are also committed to providing our customers easy access to their documents and keeping them informed. To this end, ECM provides secure web-based access to documents, File Transfer Protocol (FTP), off-site backups and in-depth productivity and service level reporting.



Contact Center Offerings

Service First



Ohio Shared Services offers a full-service Cisco Unified Contact Center to handle communications and customer service needs. Our team of experienced associates is available to handle customer inquiries.

The Ohio Shared Services team is supported by our advanced call center, featuring state-of-the-art technology, such as:

- Voice-Over Internet Protocol (VoIP) units for call clarity and functionality
- Computer Telephony Integration (CTI) providing caller's OAKS profile on-screen to the associate
- Customer Relationship Management (CRM)
- CallCopy recording and auditing for quality assurance

In addition to exceptional call handling, our Contact Center can respond and provide solutions to email and fax inquiries. The Center also provides comprehensive metrics reporting on productivity, service levels, abandonment rates and more.

Invitation to Ohio Shared Services

Service First

Ohio Shared Services serves our customers with standardized, consumer-centric solutions for a variety of functions.

To learn more about Ohio Shared Services, allow us to demonstrate the vast capabilities of our facility and how we can best serve your organization. To schedule a tour of Ohio Shared Services or a meeting with our team, please contact Sherri Lowe, Agency Integration at 1.877.644.6771 or 614.338.4784.

To view our website or video highlighting our capabilities, visit:
www.ohiosharedservices.ohio.gov





Ohio Shared Services

Service First

a division of OBM

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Ohio Shared Services

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