

Moulton Niguel Water District

*Utilized SeamlessGov to Improve
Customer Experience & Save Over 180 hours a year*

Elaina and her team wanted to improve the customer experience and address the inefficiencies in their paper-based processes. They also knew they wanted minimum hassle. So, they partnered with SeamlessGov, an end-to-end form and workflow management solution.

Now, Moulton Niguel can do everything from turning PDFs into online forms within minutes to accepting eSignatures, payments, and attachments to automating workflows after forms are submitted.

RESULT: Happier Customers & Employees

Together, Moulton Niguel + SeamlessGov:

- **Created a 24-hour self-service portal.** Customers can submit and check on the status of forms at anytime.
- **Reduced errors and reworked forms.** By using a platform that can require and verify fields before submission, the team avoids work associated with incorrect submissions.
- **Reduced application processing time by up to 90%.** Customers used to wait up to 2 weeks for completed variance applications. By splitting the forms into several workflows and with the reduction of inefficiencies, applications are complete in as little as 1 or 2 days.
- **Up to 85% processed electronically.** With another form provider, only 50% were submitted electronically and 100% were printed and processed manually.
- **Saved 180 hours a year.** With automated approvals and electronic workflows, the team eliminated inefficiencies weighing on staff time.



Elaina Hurst

Water Efficiency Rep
~Moulton Niguel Water District

“Having a digitized internal management process has been a game changer for us. Working with SeamlessGov has basically made our lives easier through a digitized workflow.”

Learn how your Water District can provide beautiful online services:

SeamlessGov.com • 855-77-SEAMLESS • solutions@seamlessgov.us

How to Go Paperless in 3 Easy Steps:

Learn How Moulton Niguel Water District Took Their Form Processes Online and Saved Over 180 hours

1 Go Digital:

Convert your PDFs into cloud-based, online SeamlessDocs.
Create beautiful, mobile friendly web forms from scratch in minutes.

2 Go Online:

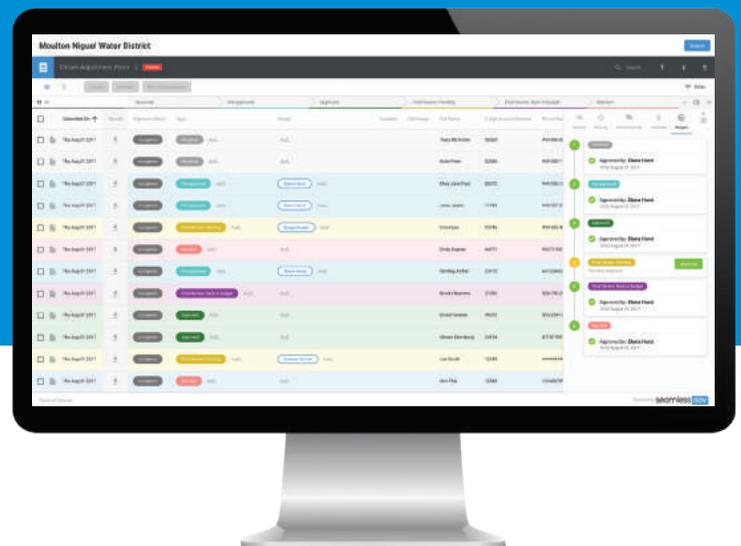
Enable your forms to be completed online from any device.
Let citizens check the status of their applications online.

3 Go SEAMLESS!

Use built-in drag and drop tools to set up process automation.
Easily track submissions using powerful management tools.

The Best Part:

*Average implementation
takes less than 24 hours*



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