

Rethink to renew and grow

Rethink Public Services

to help citizens and employees renew and grow



Citizens now expect to have choice in how they engage with government and public services organizations. The pandemic has proved it's possible in the public sector to rapidly take advantage of digital technologies to deliver similar experiences and flexibility to what citizens are accustomed to in the private sector. The disruption has also demonstrated how hybrid working can enable employees to safely collaborate and provide services to citizens from anywhere.

According to Gartner, [80% of government organizations are still at the initial or developing digital maturity stages.](#)

Avanade's deep expertise in Microsoft cloud and digital technologies helps government and public services organizations to renew citizen services and ways of working through continual change.

To do more with less and meet the changing expectations of citizens and employees, you must rethink how to use digital to:

- Be more agile and efficient
- Put people and their experiences first
- Remain responsible, inclusive, and resilient

1. Be more agile and efficient

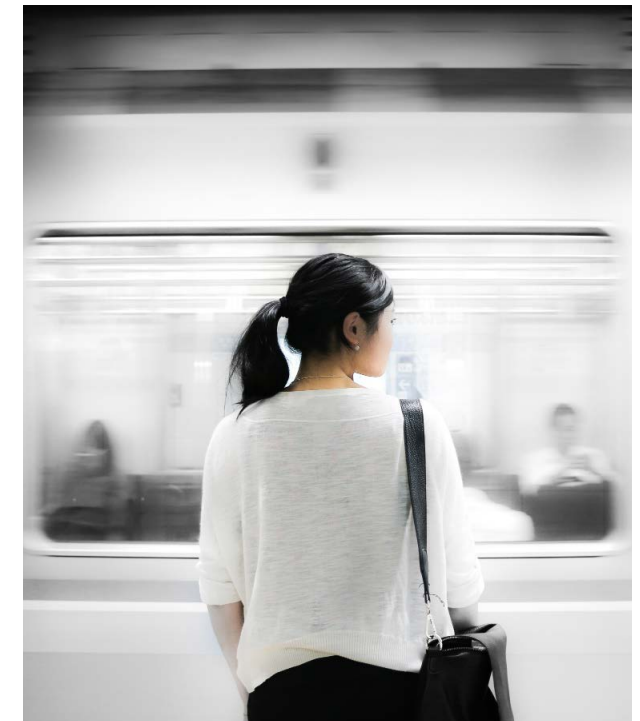
To maintain agility and efficiency through continual change, government and public services organizations are embracing digital at an unprecedented rate. A secure [integrated cloud platform](#) is critical for agility, efficiency and to solve problems at speed.

For example, we worked with a large metropolitan police department to transition legacy on-premises hardware and software for its crime reporting system to the cloud, resulting in lower annual operating expenditure and a 50% reduction in turnaround times for production of reports.

Meanwhile, Avanade's Intelligent Automation Platform provides the flexibility to adopt a modular approach to cloud-based workflows that manage and automate business process services. Together with Accenture and Microsoft, we used this flexible platform to create



an artificial intelligence (AI)-powered virtual agent with a low-code/no-code framework that public sector organizations could rapidly deploy to keep concerned individuals informed through the COVID-19 crisis.



2. Put **people** and their **experiences** first

To meet the expectations of stakeholders through continual change, you also need to focus on innovating enhanced experiences for citizens and employees, with a focus on human impact.

According to research by the Center for Digital Government, 83% of citizens want the flexibility to access digital services from a PC, mobile app, or kiosk.

We partner with government and public services organizations to develop people-first case management processes that promote citizen choice and experience. In the United States, we're helping local governments use mobility, internet of things (IoT), and AI to increase the timeliness and effectiveness of responses to non-emergency citizen services request lines like 311. The pandemic also reinforced that access to digital citizen services is not only desirable, it's essential. For example, with in-person court proceedings an impossibility, video-enabled justice allowed federal, state, and local jurisdictions to continue processing cases virtually. Beyond video connectivity, we're helping these public sector organizations design a customized end-to-end virtual justice experience, including scheduling, user readiness, and security.

3. Remain **responsible, inclusive,** and **resilient**

To maintain the trust of citizens and avoid reputational damage, the delivery and innovation of government and public services should at all times be inclusive, responsible, and sustainable. These will also be critical differentiators in the war for top talent. Digital technologies will be most transformative in helping you tackle sustainability challenges.

For example, transitioning to Microsoft Cloud can be up to 98% more carbon efficient than operating an on-premises datacenter.

The cloud also enables you to remain resilient and securely renew ways of working and engaging with citizens through continual change. In just 10 days, we developed a customized Power App tool with a PowerBI dashboard for a public services organization to modernize how employees service requests are raised and tracked. However, while you must stay innovative to respond to continual change, digital ethics cannot be compromised. Citizens, too, will increasingly expect certainty that appropriate guidelines and behaviors are in place to relentlessly protect their safety and privacy.

Rethink to renew and grow with Avanade

With constrained budgets and changing stakeholder demands, you need to wisely balance investments in agility and efficient problem solving, with investments in people-first experiences and resilience.

Avanade helps government and public services organizations do more and achieve more for stakeholders with digital. Named as Microsoft Alliance Partner of the Year for 12 consecutive years – and 16 times overall – we have the end-to-end capabilities to help you optimize digital experiences and investments in the Microsoft ecosystem.

Contact us today

Help your organization rethink citizen services and ways of working in your organization

Visit www.avanade.com/publicservices.

About Avanade

Avanade is the leading provider of innovative digital and cloud services, business solutions and design-led experiences on the Microsoft ecosystem. With 44,000 professionals in 25 countries, we are the power behind the Accenture Microsoft Business Group, helping companies to engage customers, empower employees, optimize operations and transform products, leveraging the Microsoft platform. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at www.avanade.com. Learn more at www.avanade.com. ©2021 Avanade Inc. All rights reserved. The Avanade name and logo are registered trademarks in the U.S. and other countries. Other brand and product names are trademarks of their respective owners.

