

Transform Government Into a Modern Digital Experience

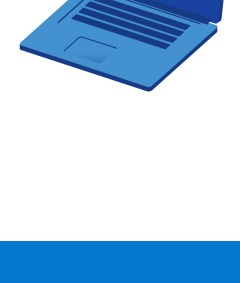
Anywhere, Anytime, Any Channel



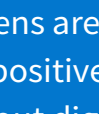
81%

of government agencies want to become digital organizations

Timely access to information and services is vital

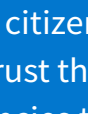


There is work to do.



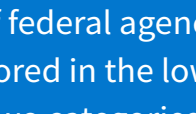
Only 47%

of citizens are willing to say positive things about digital interactions with a government agency



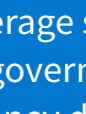
Only 40%

of citizens trust the agencies they interact with



80%

of federal agencies scored in the lowest two categories of citizen experience (poor and very poor)



59/100

Average score for government agency digital experiences



Optimal Digital Experiences for Citizens and Government Employees

Address all types of digital experiences



Information:

- Laws & regulations
- Safety & recalls
- Health & healthcare

Application:

- Passports & visas
- Permits & approvals
- Job opportunities



Facilities and services:

- National park passes
- Postal services
- ID cards & building access

Government payments:

- Tax refunds
- Social Security & pensions
- Grants & loans



Critical challenges and Liferay solutions

Data is fragmented or incomplete

Connect modern and legacy systems

Information is overwhelming or inconsistent

Personalize user experience

Content is out of date or difficult to update

Act and react quickly with timely information

Data is fragmented or incomplete

88%

of IT decision makers feel solving data fragmentation helps realize benefits of digital experiences

80%

of government IT spending is on operating and maintaining legacy systems

51%

of citizens would increase use of government services if offered an integrated portal

Connect disparate systems with Liferay



Bridge modern and legacy systems with a wide range of tools and APIs

Combine content from multiple systems on a modern platform

Scale services with the flexibility of the cloud

Information is overwhelming or inconsistent

Of citizens...

82%

say resolving issues quickly is a top concern

54%

want personalized digital experiences

40%

prefer self-service over human contact

32%

seek out authoritative info from federal organizations

Personalize experiences with Liferay

Segment users by needs, roles, and permissions

Deliver content in context, regardless of location or device

Learn and adapt to user behavior and feedback



Content is out of date

49%

of government employees have trouble finding information at work

54%

cannot find help quickly when they need it

86%

of employees and executives cite ineffective communication as a primary cause of failures

11 Billion

hours are spent manually processing government paperwork

Act quickly with Liferay



Produce engaging experiences with reusable services

Create forms and automate common processes with graphical workflows

Manage digital content with collaboration and asset management

Liferay - the leading digital experience platform

Increase trust



Satisfied citizens are

9x

more likely to trust the agency providing the service

Achieve mission



Satisfied citizens are

9x

more likely to agree an agency is delivering on its mission

Reduce costs



Dissatisfied citizens are

2x

more likely to reach out for help multiple times

Close the gap between experience and expectations with Liferay.

Provide government information and services that are:

Relevant | Reliable | Efficient

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