

# Liferay Digital Experience Platform

Transform Your Agency's Digital Service Delivery

Liferay DXP delivers a holistic approach to Digital Transformation

- Incremental delivery
- Mission-oriented, consistent metrics
- Open source technology
- Out-of-the-box innovation

Transform your agency's digital experience and engage with your citizens.

Digital services have become an integral part of daily life, allowing users to access information and resources from any location, at any time. This provides opportunities and challenges for Federal agencies as they strive to meet the same level of service delivery by providing modern, user-centric digital experiences. While the Federal budget outlines and supports these modernization and service delivery transformation efforts, the process to get there can seem overwhelming. Liferay Digital Experience Platform (DXP) provides out-of-the box features that integrate with existing agency infrastructure to streamline website deployment and jumpstart Federal digital service delivery.

## Transform Your Agency's Digital Experience for Your Citizens

Liferay DXP empowers agencies to unite citizens' experiences across digital devices and to manage their many channels of interaction. Liferay's technology meets government standards, incorporating robust security practices and maximizing internal collaboration and information sharing. Agencies can start with a small project based on their time and budget constraints, then scale up with additional features later. An incremental roll out allows agencies to control the rate of change within their organizations and ensure long-term system viability.

Liferay's open source technology is the gold standard for delivering modern digital services, building trust with citizens, and encouraging meaningful interaction. As a leader in the Gartner Magic Quadrant for Digital Experience Platforms and Horizontal Portals for more than seven years, Liferay provides a best in class solution that adds value to any Federal application.

## Digital Citizen Experience – Delivering Engagement and Participation

Liferay DXP makes it possible to simplify and automate many existing processes, providing an enhanced digital experience through user-friendly self-service mobile and website experiences. Liferay DXP provides the following benefits:

- **Reduced Bureaucracy** – the integrated platform breaks down information silos within and between agencies to enhance information sharing and empower employees
- **Improved Citizen Satisfaction** – enhanced citizen-centric interfaces deliver information, services, and consistent communication, increasing citizen trust and engagement
- **Increased Organizational Efficiency** – improved functionality of citizen self-service channels streamlines many tasks, reducing calls for information and assistance

The following use cases demonstrate practical ways Federal agencies are using Liferay DXP to successfully transform their digital operations.

## One Source to Unite Service Members – Militaryonesource.mil

Military One Source initially provided centralized confidential resources to over 850,000 active-duty, National Guard, and Reserve service members and their families through a 24 hour call center. They developed Militaryonesource.mil to meet the expectations of their members, 85 percent of which are under the age of 35, have grown up with the Internet, and prefer to access services through their computers and smartphones. Liferay DXP allows Militaryonesource.mil to deliver services through a cohesive set of customer self-service web portals, delivering:

### **PERSONALIZATION**

- User recognition that allows tailored resources and content to be served up based on their profile preferences, behavior and browsing history.
- Users “like” certain topics to ensure that information and resources related to those topics is easily accessible any time they log into their account.

#### **MULTI-SITE PLATFORM**

- Multiple organizations administer services from a unified, simple, consistent site.
- Each branch and division delivers updated information to the military community.
- Members log in from any location to search and find information including:
  - overseas active duty service member looking for promotional materials,
  - military family on vacation looking for lodging,
  - Reservist considering a college career.

#### **BUILT-IN FEATURES AND EASY INTEGRATION**

- Federated search allows the user to narrow in on a topic through an intuitive set of filters that update dynamically based on each selection.
- Additional features include content management, integrated user management, feedback, and collaboration.

## Enhanced Digital User Experience – Grants.gov

Grants.gov serves as the single source of online federal funding opportunities, with 4 million weekly page hits from users around the world. Launched in 2002 through an e-Government initiative, Grants.gov's legacy platform lacked the functionality its users required. The volume of information and number of users had both increased, while the technology to support it had lagged behind. Users were requesting modern features like content management that could be updated by non-technical staff, and smart search functionality. The site owners chose Liferay to provide:

#### **PARTNER/AGENT PORTALS**

- Custom web interfaces created for different “power user” partners, adding features like hosted blogs, document management and discussion boards.

#### **BUILT-IN TEMPLATES**

- Layout templates to ensure a unified design throughout the system.
- Use case templates to quickly deploy new functionality to users, while collecting feedback to gauge acceptance and fine tune requirements.

#### **OPEN SOURCE PLATFORM THAT GROWS WITH YOUR NEEDS**

- Complete revamp of Grants.gov website in six months.
- A roadmap for additional enhancements.
- An exponential jump in traffic, making the new Grants.gov the fourth most visited site in the government space.

## The Fuel to Launch Digital Innovation

Liferay DXP delivers the spark to ignite your agency's Modernization Action Plan. It provides out of the box templates and features that can be deployed quickly, realizing benefits almost immediately. Liferay's platform automates many government processes, streamlining citizen transactions. With Liferay, your agency can deploy modern responsive online channels that consistently convey your mission and vision. This allows your agency to deliver the personal digital services and excellent experiences your citizens need today, while adapting and evolving to meet the needs of your future constituency.

#### **FOR MORE INFORMATION**

[liferay.com](https://liferay.com)