



Reducing time to value with cloud applications

Leveraging digital best practices can help government agencies offer more responsive service



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CLOUD TECHNOLOGY IS fundamentally changing the way government agencies perform their missions, build thriving communities and protect the well-being of the people they serve.

Cloud’s “clicks, not code” time-to-market – compared to more traditional data-center build-outs, coding and software testing timelines – helps agencies take a requirement from idea to application at an unprecedented rate. Cloud can co-exist with legacy infrastructure to unlock data that resides in back-office systems, deliver it across the enterprise and provide the agility needed to make it highly applicable to just about any mission need.

This gives agencies a way to transition existing legacy IT while leapfrogging the innovation process again and again on project number 2, number 3, number 4 and

so on. All without sacrificing security and compliance.

DOD’s use of SaaS and PaaS

Our military is using cloud-based software as a service and platform as a service to manage a number of processes foundational to the success of the Defense Department as a whole. For example, in the area of recruiting, military academies are at a crossroads. The Information Age has shifted hobbies, interests and pastimes of today’s teens and young adults, impacting everything from entry requirements to recruiting tactics. At the same time, warfare continues to change around new threats such as cyber, prompting DOD to develop new skill sets as the service member moves from cadet to veteran.

Several institutions are responding to these changes by managing the career

life cycle on Salesforce. Academies are replacing binders full of paper applications with a digital profile that makes it easy to compare and contrast candidates at the pace of shifting admissions priorities. Several areas of DOD use this same agile, 360-degree approach to manage individual missions, creating a historical and holistic view of POW/MIA recovery efforts, exchange service logistics, and more that can be adapted and updated as new information dictates.

Success at civilian, state and local agencies

Federal civilian agencies have seen similar success, evident in Farmers.gov, a cloud application from the Agriculture Department that enables farmers to submit grant applications, access loan information, find service center locations and more. State





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and local governments have seen equal success by moving everything from contact centers/311 systems to the cloud, as well as:

- Outreach and engagement: read the [Bay Area Rapid Transit case study](#) on Salesforce’s website
- Loans processing: learn from [Minnesota Housing](#)
- Case management/benefits management: [Douglas-Omaha Technology](#)

[Commission](#)

- Innovative service delivery via a cloud engagement layer: [LA Metro](#)
- And of course, my favorite state and local contact center/311 stories: [City of Chicago](#), [Colorado Department of Health Care Policy and Financing](#), and the [Washington, D.C., Office of Unified Communications](#)

The use of PaaS and SaaS will continue to

accelerate government agencies’ ability to change the way they operate so they can be more effective, deliver better services and achieve their mission. At the end of the day, that’s what we all want and have come to expect. ■

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