

# Modern constituent experiences delivered with the world's most trusted CRM

Innovation has created amazing digital experiences! Constituents order almost anything from their phone, status updates are transparent, and communication occurs in real time. Today's connected constituent expects a smarter experience with their government. By adopting a constituent-centric approach, leading public sector organizations have achieved improved constituent satisfaction, increased efficiency, and enhanced mission-effectiveness. To modernize the constituent experience and help the public sector build and support thriving communities, Salesforce introduced solutions and products designed for the public sector, including apps for License & Permit Management, Inspection Management, and Emergency Program Management.

Now public sector organizations can improve collaboration, increase transparency, and assist faster than ever before.

Salesforce Public Sector Solutions are powered by the Salesforce Customer 360 Platform and utilize a purpose-built data model to accelerate innovation and time-to-value. Since these innovations are delivered in the cloud, public sector organizations can scale mission impact while saving time and resources on deployment, maintenance, and compliance.

“The public sector is at an inflection point. Constituent demand for digital-first experiences are higher than ever. Public Sector Solutions from Salesforce are designed to help public sector organizations deliver the modern experience constituents expect across all types of services, like licensing, permitting, inspections, and crisis response.”

**Kishan Chetan** | GM Public Sector Products, Salesforce

## Leading innovation and trusted security, for the Public Sector

### Single Platform

Scale digital transformation, reduce redundant applications, and accelerate interoperability with configurable and no/low code solutions that empower employees and constituents to collaborate in real time.

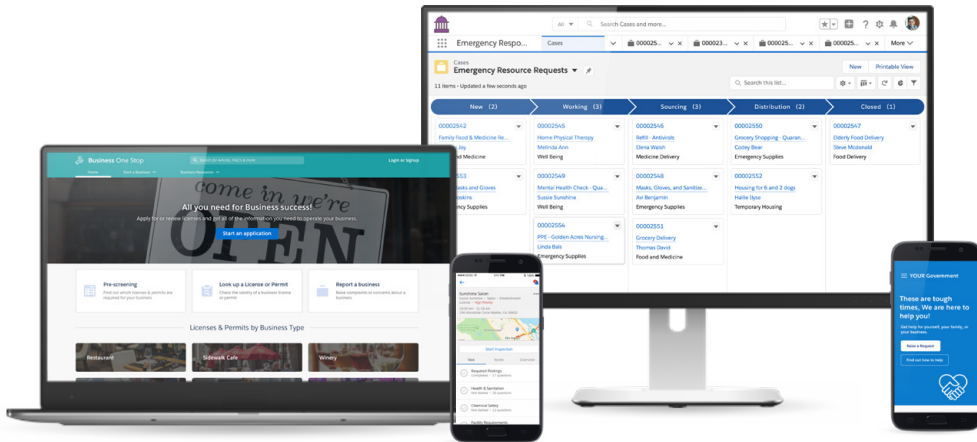
### Accelerate Value

Achieve faster time to value with purpose-built apps, public sector-specific data models, best practice process libraries, and a robust partner ecosystem. Rapidly customize and extend solutions to provide a broad range of mission critical services - saving time and money on implementation.

### Trust and Security

Utilize some of the most advanced technology for Internet security available today, such as single sign-on (SSO), server authentication, and data encryption, to ensure your data is safe, secure, and available only to registered users in your organization.





**License and Permit Management**  
Modernize Community Development

**Digitize the Constituent Experience:**  
Find, apply, and check status for all licensing and permitting requirements. Implement pre-screening to help them fill out the right application, every time.

**Guide Actions and Next Steps:**  
Inform employees of assignments in real-time. Provide clear next actions for each step in the process to accelerate review timelines and elevate employee productivity.

**Collaborate with Everyone:**  
Enable constituents and employees to do everything in one place. For example, get status updates, view inspection results and resolve violations or provide missing information.

**Inspections Management**  
Increase Community Safety

**Elevate Productivity:**  
Keep inspectors informed with visit details such as location, priority, visit time, and navigation instructions.

**Empower Field Inspectors:**  
Take action to resolve and enforce violations found during inspections with the ability to upload, view, and access photos on their mobile device.

**Increase Inspection Effectiveness:**  
Simplify site visits and ensure completion of steps with guided templates and forms. Curated and searchable knowledge base surface all regulatory information needed to complete reviews in the field.

**Emergency Program Management**  
Accelerate Response to Any Emergency

**Mobilize Resources Faster:**  
With an always-on platform, accelerate emergency requests, reviews, and approvals process with collaboration tools, approval processes, workflows and notifications.

**Support Communities at Scale:**  
Streamline emergency request processes and mobilize emergency services and volunteers faster than ever before.

**Empower Field Response Workers:**  
Support planning, tracking, and service execution all from a mobile device.

**Visit [salesforce.com/PublicSectorApps](https://salesforce.com/PublicSectorApps) to learn about Salesforce solutions for the Government.**

**For more information**

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