

Transform Government Into a Modern Digital Experience

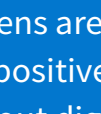
Anywhere, Anytime, Any Channel



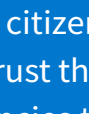
Timely access to information and services is vital



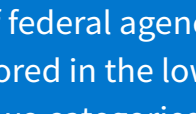
There is work to do.



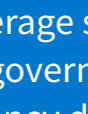
Only 47% of citizens are willing to say positive things about digital interactions with a government agency



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

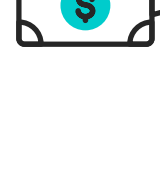


Facilities and services:

- 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

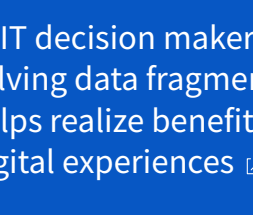
Information is overwhelming or inconsistent

Personalize user experience

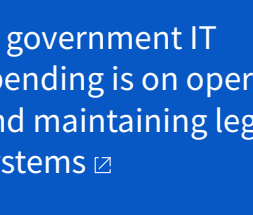
Content is out of date or difficult to update

Act and react quickly with timely information

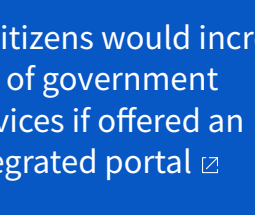
Data is fragmented or incomplete



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



of government IT spending is on operating and maintaining legacy systems



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

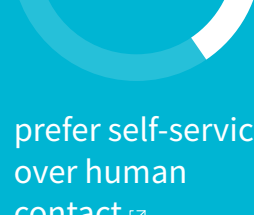
Of citizens...



say resolving issues quickly is a top concern



want personalized digital experiences



prefer self-service over human contact



seek out authoritative info from federal organizations

Personalize experiences with Liferay

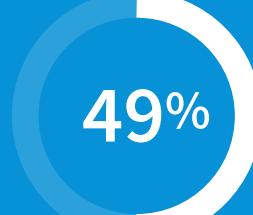
Segment users by needs, roles, and permissions

Deliver content in context, regardless of location or device

Learn and adapt to user behavior and feedback



Content is out of date



of government employees have trouble finding information at work



cannot find help quickly when they need it

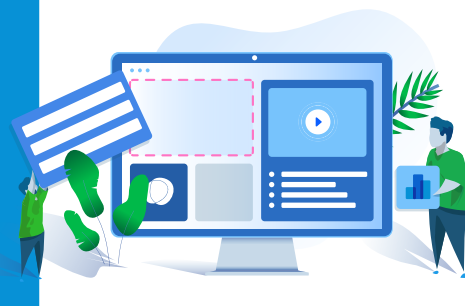


of employees and executives cite ineffective communication as a primary cause of failures



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

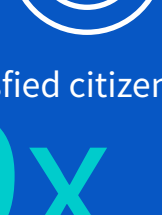


Satisfied citizens are

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

Learn more at www.liferay.com/solutions/industries/government

