

# Improving Citizen Services Through Digital Transformation



## Benefits of Moving to the Cloud



Operational  
efficiency



Cost reduction



Citizen  
engagement



Resource  
management

## At a Glance

Governments across the world are harnessing the power of cloud technology—including AI and IoT—to address the needs of citizens with greater efficiency, speed, and relevance. Digital transformation is already empowering agencies of all types and sizes to do more for their communities while overcoming security roadblocks and increasing levels of data.

# Challenges



## Disengaged citizens

The people in our communities are also citizens of the digital world, and they increasingly expect the same streamlined and always-on services that they receive elsewhere.

- What citizen services are you delivering through websites, portals, and apps?
- How do you engage with citizens to understand their needs?



## Operational redundancies

Siloed data—whether in the form of paper records or disconnected digital systems—creates time-consuming administrative burdens on government employees and slows delivery of services.

- Which business processes or paper-based operations are you planning to digitize in the future?
- How are you using data analytics to improve existing citizen services or develop new digital services?



## Security

Governments are under increasing pressure to protect the data of their citizens, employees, and agencies from internal and external threats.

- How do you protect data and documents when your staff are working outside the office?
- What concerns do you have about data security, privacy, and compliance in your transition to the cloud?

# Solutions

Reinvent your approach to citizen services by partnering with Microsoft. Our flexible, trustworthy, integrated foundation gives governments the tools they need for digital transformation.

## Microsoft Azure

Streamline your organization with the most trusted cloud for government agencies.

## Microsoft Dynamics 365

Empower your citizens and employees by breaking down data silos.

## Microsoft 365

Simplify productivity and collaboration for workers in and out of the office.

## Digital Transformation in Action

Alaska Department of Transportation & Public Facilities used Azure IoT to help decide when they should deploy road crews for inclement weather.



### Results:

- Delivered the same services with 26 percent less budget
- Reduced weather-related car accidents

The City of Tel Aviv used Dynamics 365 for Customer Service to collect citizen data and develop a mobile app with personalized content about events and services.



### Results:

- Sixty percent of eligible citizens have enrolled on the city's resident portal
- Named Best Smart City in the World at the 2014 Smart City Expo World Congress



Explore our interactive guide to learn more about how these and other governments are improving citizen services through digital transformation.