

# Digital Government: Provide, Protect, Prosper without Friction

Governments have a timeless mission of providing services, protecting society, and enabling economic prosperity. Yet recently, they are also facing a growing number of major challenges including:

- Natural resources being increasingly constrained in the face of a growing world population and significant disasters
- Massive urbanization stressing cities and leaving rural areas underserved
- Digitally experienced citizens demanding consumer-like services

Digitization and the underpinning technology offer immense opportunities to deliver better policy outcomes through:

- Social media connecting people all over the world
- Sensors that help optimize waste removal, parking, lighting, traffic flow, and maintenance cycles
- Cloud- and Internet-based innovations including personalized care, autonomous cars, and agile disaster management
- In-memory computing that translates massive amounts of data into insightful information at your fingertips
- Business networks in the cloud that lower acquisition costs for procurement, travel, and contingent labor

## Government Reimagined

Leading governments are reimagining business models, processes, and work to make decisions and execute transactions in the moment of opportunity.

### Leading governments are transforming their business models to:

- Individualize experiences to help constituents navigate the system
- Connect and support self-sustaining interaction among all stakeholders and businesses
- Scale operations smoothly and efficiently across all resource networks
- Include constituent insight and ideas in policy decision making

### Business processes are being reengineered to:

- Help identify, recruit, retain, educate, and promote the most-engaged staff
- Improve the omnichannel interaction experience for citizens, businesses, and government
- Sense, predict, and act in real time to protect citizens from security threats, health hazards, and natural disasters
- Integrate physical and digital worlds across the organization to eliminate unnecessary administrative steps

### Work is being reimagined to:

- Eliminate manual transaction steps through digital government processes
- Improve planning and budgeting with access to real-time data
- Provide citizen-facing employees with access to consistent constituent information, regardless of communication or service channel
- Enhance policy decisions across agencies and departments through data hubs
- Deliver a cloud-based, collaborative government buyer and supplier ecosystem across supplier networks

### SAP has the platform to drive digital transformation in the public sector

Every government, across all levels, requires a pragmatic and executable strategy in the new digital society. Only SAP has the end-to-end digital solutions and expertise to interconnect all aspects of your organization's value chain, supporting the execution of your digital strategy. Our solutions support collaborative planning and budgeting, allow personalized government services, and help improve workforce engagement.

No matter what size or place your organization has in government, we can help you reimagine your processes and operational models to help you achieve your policy goals.

## Digital Opportunity



“By 2020, more than 50% of government agencies with direct citizen engagement missions will direct at least 25% of their programmatic budget to third-platform technologies and [the] Internet of Things.”

[SAP Performance Benchmarking. Based on our research with customers through our benchmarking program and/or other direct interactions with customers.](#)

## Digital Breakthroughs



SAP provides solutions to 58% of United Nations member governments to help improve citizen services

[SAP Performance Benchmarking. Based on our research with customers through our benchmarking program and/or other direct interactions with customers.](#)

“Digital government is frictionless when technology works for you, instead of the other way around, and when government always puts citizens first, rather than forcing them into the maze of government bureaucracy.”

Martin Klein, Global Vice President – Public Sector, SAP