DIGITAL SERVICES

FOR A BETTER STATE & LOCAL GOVERNM

Digital services are essential to improving state and local government-constituent service delivery as well as making the jobs of internal personnel easier. But according to a GovLoop survey of state and local public sector employees, there are a number of hurdles to improving service.

Read through our infographic to see the importance of digital services, challenges to service delivery and the benefits it can afford agency employees and constituents alike. Software-based comprehensive engagement platforms can also help governments transform and connect with citizens and businesses in new ways.



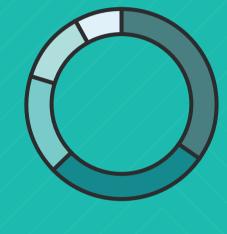
THE IMPORTANCE OF DIGITAL SERVICES



of respondents think digital services are important or extremely important to enhancing constituent service delivery.

INTERNAL BENEFITS

There are multiple benefits to improved digital services, including increased responsiveness and compliance rates for constituents, and improved employee efficiency.



- Improve employee efficiency & productivity (35%)
- Increase responsiveness & compliance rates for constituents & businesses (28%)
- Improve public perception of service (17%)
- Improve interdepartmental communication (12%)
- Lower agency costs (8%)

EXTERNAL BENEFITS

Ease of constituent-government engagement and citizen satisfaction are the top external benefits of improved digital services.



- Ease of constituent-government engagement (33%)
- Satisfaction of citizens (30%)
- Better enables businesses to interact with agency (15%)
 - Increased transparency (12%)
- Exceptional constituent user experience (10%)

CHALLENGES TO SERVICE DELIVERY

of public servants that are tasked with delivering services to constituents, are unsure or don't feel empowered to do so effectively with their current digital solutions.

BUDGET CONSTRAINTS

CHALLENGE #1

LACK OF USER-FRIENDLY PORTALS

CHALLENGE #2

of respondents think that their agencies'

PERSONNEL

CHALLENGE #3

SHORTAGE

of respondents said a lack of skilled

BEST PRACTICES TO IMPROVE DIGITAL SERVICES



Mobile & social engagement platforms TO IMPLEMENT THESE BEST PRACTICES, STATE AND







Then decide which platforms to



services themselves.



improving constituent services. Agencies can pair their best practices with solutions like:

When used strategically, digital services can help ease employee workloads while

AN ENGAGEMENT SOLUTION

INFOR RHYTHM FOR CIVICS Designed to enable governments to deliver a

constituent-centric experience through:

Self-service portals for doing business Seamless connection to existing infrastructure with government

- A user friendly, "guide me" approach to lead constituents down the path of what they
- A single platform that breaks down internal silos, providing departments with a holistic
- need to do

a complete view of relevant information

view of the customer, and giving the customer

- for easier management Secured environments for citizen privacy
 - Mobile support for quality access on all devices
 - Streamlined operational efficiencies & costs

Learn more about how Infor can help you transform your digital services,

infor.com/solutions/rhythm



