

GovConnect

Powered by Salesforce

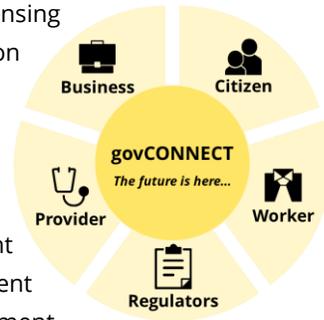


Bringing Government Services Into The Digital Age

govCONNECT is a modular, integrated Software-as-a-Service (SaaS) platform, built on Salesforce, that streamlines and modernises the way citizens, workers, providers, regulators, and businesses use and provide government services.

The platform is a group of configurable solutions, built from reusable framework components, that are designed to integrate with one another to quickly and seamlessly build technology solutions for local, state, and federal agencies, such as:

- ❑ Benefit Eligibility and Oversight
- ❑ Labour and Work Programs
- ❑ Regulation and Licensing
- ❑ Consumer Protection
- ❑ Case Management
- ❑ Citizen Self-Service
- ❑ Health Care
- ❑ Children Services
- ❑ Grants Management
- ❑ Facilities Management
- ❑ IT Services Management
- ❑ Non-Emergency Service Requests



Potential Benefits

The power of the govCONNECT platform extends beyond its functional capabilities.

govCONNECT extends the capabilities of the Salesforce platform, leveraging the foundation of the Salesforce Government Cloud, Community Cloud, Einstein analytics, and AppExchange, to rapidly transform user experiences, allowing agencies to realise the following benefits:

- Faster Implementation
- Modern, Streamlined User Experience
- Increases Self-Service Adoption
- Lower Development and Maintenance Costs
- Enhanced Mobile and Multi-Device Support
- Agility to Meet New Requirements
- More Efficient Integrations
- Jumpstart Cloud Readiness
- Greater Interagency Collaboration

5 Keys To Success

- Focus on the Art of the Possible**
Re-think your agency's operating model to focus on the "art of the possible" by imagining how programs can be transformed to deliver greater impact to customers.
- Human-Centred Design**
Employ a persona-driven approach to designing applications, so that the needs of the users are fully understood and the solution is crafted to meet those needs.
- Leverage Components Across Programs**
Reduce costs and increase operational efficiencies by sharing framework components across agency programs.
- Use an Agile Approach to Implementation**
By rolling out successful releases in small, frequent iterations, business benefits accrue and agency staff gain confidence in new configuration capabilities to adapt and shape future releases.
- Sustainability**
The platform must be able to adapt to changes in Federal mandates, legislative policy changes, and operational processes, and it needs to keep pace with technology advances.

Modernising Government Services

Framework Components

These out-of-the-box framework components act as pre-packaged accelerators to build a comprehensive foundation for any agency's program applications using screen wizards, pre-built automated workflows, dashboards, and much more.

- ◆ Communications Hub
- ◆ Appointments and Scheduling
- ◆ Document Generation
- ◆ Payment Engine
- ◆ Document Management
- ◆ Task Management
- ◆ Automated Workflows
- ◆ Announcements
- ◆ Dashboards and Reports
- ◆ Offline Access
- ◆ Life Events
- ◆ Nudge Engine
- ◆ Agency Administration
- ◆ Security Administration
- ◆ Knowledge Base
- ◆ Hearings and Appeals
- ◆ Referrals
- ◆ Content Management
- ◆ Business Rules Engine
- ◆ Call Centre Integration
- ◆ Electronic Signature
- ◆ Q&A and Help Framework
- ◆ Gamification
- ◆ User Training

Contacts

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