BUILDING THE NEW NORMAL OF PUBLIC SECTOR IT

Digital is disrupting the way public sector organizations operate. It opens up new opportunities to engage citizens, optimize costs, and transform service delivery. At the same time, it increases the pressure to build systems and processes that are agile and can quickly adapt to changing business, customer, and regulatory requirements. Staying ahead of this digital-driven change requires public sector organizations to build the new normal of IT – systems and processes that are modern, intelligent, scalable, secure, and easy to use.

Renew–new to build the new normal of public sector IT
To become more agile and build the new normal of IT, public sector organizations need to balance the duality of renew–new:

• **Renew**: Renew existing systems and processes through modernization, adoption of pre-built solutions, moving applications to the cloud, or leveraging delivery approaches like DevOps to derive more value from existing investments

• **New**: Build new systems and capabilities that incorporate leading-edge artificial intelligence (AI) and digital technologies. Leverage modular procurement to quickly respond to changing business and citizen needs

Infosys Public Services leverages the following capabilities to help public sector organizations balance this duality and drive software-led transformation to build modern, digital, agile, intelligent, and secure IT systems.

**Cross-industry insights** from 30+ years of experience in areas like consumer engagement in retail and fraud detection in banking, adapted for the public sector to help them innovate outside-in

**Linking strategy, investments, and initiatives** using frameworks like Design Thinking and Zero Distance to help discover the right problem, find the right solution, and create a culture of innovation

**Pre-built solutions** for key areas and segments like legacy modernization, AI, analytics, motor vehicle and licensing, and health and human services, supported by end-to-end IT services to accelerate implementation

**Proven and flexible execution** through both traditional and agile delivery methodologies to ensure predictability and low risk

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**Key solutions and services (examples)**

- **Infosys Information Platform (IIP) for Big Data Analytics** | **AiKiDo** — Design Thinking, Platforms, Knowledge-based IT | **Skava Commerce**
- **Amazon Web Services | Microsoft | Oracle | Salesforce.com | SAP | ServiceNow | Unit4 | Tableau | Google**
- **Modernize IT – Legacy Modernization | AssistEdge — Customer Service Platform | Infosys AI Platform – Knowledge-based AI | Panaya CloudQuality Suite | TRAVELS – Driver Licensing and Vehicle Registration | HHS Program Management | ReachOut Web-app**
- **Consulting | Systems Integration | Program Management | ERP Services (Oracle, SAP, Microsoft, Unit4) | Application Development and Management | Quality Assurance | Cloud, Infrastructure, Security | Business Process Management | Digital | Enterprise Mobility | Internet of Things | Data and Analytics

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Helping clients improve outcomes through IT (examples)

District of Columbia
- Health insurance marketplace implementation, and eligibility and enrollment system modernization to improve HHS program delivery for half a million residents

Ministry of Transportation
- Strategic IT partner for key cloud and analytics-related programs, helping improve service delivery

City of Orlando
- Modernization of a 40-year-old licensing and registration system to digitize service delivery for over one million commercial clients

Innovapost
- Modernization of core administrative system to improve service delivery for over 2.5 million members and reduce costs by ~25%

National Science Center
- Cloud-based modernization of flagship learning program to improve reach and delivery, and reduce costs

Provincial Transit Agency
- New customer portal for services like ticketing and travel advisory, accessible on a variety of devices to improve customer experience

Provincial Healthcare Agency
- Information management system with automated workflows to cut processing time of requests for research data from months to days

Intergovernmental Organization
- Support and maintenance of PeopleSoft-based financial and HR systems to improve the quality of service to end users

Long-Term Care Partners
- Cloud migration of messaging and collaboration system to improve productivity and reduce maintenance costs by ~60%

Key facts

Infosys Limited: US$9.9 billion revenues | 1000+ clients across 50+ countries | 199,000+ employees
Infosys Public Services: US-headquartered subsidiary of Infosys | Exclusive focus on North American Public Sector | 30+ years of global government experience
Contract schedules: GSA IT 70, IRS TIPSS-4, NIH CIOSP3, VA T4 | Maryland CATS+ | United Nations Global Marketplace
Industry Associations: NASCIO | AAMVA | CCMTA | TASSCC | ITAC | CompTIA HSITAG
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