

## Accelerate Digital Transformation: Solutions for Government Agencies



Government organizations need to digitally transform processes and applications. Agencies are modernizing to comply with Executive Order **14058**, which mandates the provision of direct lines of constituent engagement and feedback. The aim is to improve employee productivity, increase security, and become more citizen-centric.

Yet, this type of transformation is challenging. Ongoing IT worker shortages coupled with the daunting task of modernizing systems make it difficult. Government institutions also may be concerned about the work involved in design and implementation and ensuring the ability to scale and innovate as things change.

HCLSoftware is in a unique position to assist. We have a history of successfully building, customizing, and implementing Digital transformation initiatives for federal and state government organizations.

### Transform with the right solutions

Achieve digital transformation success in multiple areas with a robust foundation from HCLSoftware that ties together all the right tools and capabilities. We provide comprehensive solutions that satisfy mandates and deliver engaging constituent and employee experiences.

Agencies use our **HCL Digital Experience (HCL DX)** platform to integrate disparate applications, user registries, and other data – enabling seamless front-end interactions for citizens and employees, while streamlining backend IT management. It is cloud-native to serve your employees, citizens and partners and to deliver the functionality and stability that they need and expect.

**HCL Domino** is widely used in government and has continued to evolve and meet the customer-centric needs of modern organizations. Domino is a secure collaborative app development platform as well as mobile and web-ready. Agencies can do more with their existing applications and preserve the value of their current IT investments with this powerful solution.

**HCL Volt MX** has helped organizations across industries build innovative experiences for their customers, employees and partners. Application development is at the heart of the citizen-centric government institution, and this platform is a comprehensive low-code/no-code platform, designed for universal use across professional skill levels. It simplifies app development, enabling both technical experts and non-technical business users to efficiently build and deploy applications in a controlled environment.

### Deliver benefits

Digital transformation fulfills objectives to deliver exceptional experiences. Government employees and citizens have come to expect the same frictionless interactions they gain from the private/commercial sector, such as well-integrated, intuitive mobile- and web-ready applications.

#### Achieving these goals requires the right capabilities and solutions, including:

- The ability to securely connect to all data sources
- Low-code/no code capabilities, allowing employees other than IT to take part in the creation process
- Application programming interfaces (APIs) that integrate best-in-breed applications to create front-end digital experiences best suited to agency requirements
- Flexible tools that are easy to use and manage, and that enable scalability
- Cloud-native solutions to speed integration with the hyperscaler of your choice, or that can be hosted in a private, secure environment
- Integrated security to mitigate modernization risks and provide adaptability for new threats

# Address challenges to meet transformation goals

	Primary challenges	Functionality to seek
<b>IT management</b>	<p>Data silos create IT complexity</p> <p>Disconnected processes cause manual, repetitive work and can create security risks</p>	<p>Platform with APIs for best-in-breed apps helps integrate data across apps, user registries, and data silos</p> <p>Automation that streamlines processes, and self-service functionality to optimize IT help desk/support</p>
<b>Constituent experience</b>	<p>Legacy or homegrown solutions may cause slow app performance, causing constituent frustration</p> <p>Lack of personalization and integration across apps causes citizens to enter info multiple times</p>	<p>App development platform with low code/no code eases app modernization</p> <p>Modern development platform unifies cross-functional teams and apps for easier integration and customization to address specific personas</p>
<b>Employee experience</b>	<p>Users require frictionless – yet secure – access to apps and data</p> <p>Lack of integrated apps slows productivity</p>	<p>Drag-and-drop tools that enable users to easily build apps to solve problems, get work done faster, while IT retains control and security</p> <p>A modern platform with APIs that connects the apps employees most use to improve collaboration</p>

## Why choose us?

HCLSoftware is expertly positioned to help government institutions digitally transform and provide citizen-centric digital experiences.

Our products and services have been in use for decades, and have already transformed the IT environments of governments, both global and domestic. Furthermore, we constantly innovate and incorporate customer feedback to remain at the forefront of cybersecurity and digital transformation requirements.

Discover how HCLSoftware can help your agency modernize, satisfy performance mandates and transform to better address employee and citizen requirements. Visit [www.hclfederal.com](http://www.hclfederal.com) for more information.

## HCLSoftware by the numbers

<b>\$1.4</b> billion	Enterprise software business
<b>19</b>	Innovation centers
<b>20,000</b>	Clients globally
<b>25+</b> years	Experience working with federal agencies
<b>100+</b>	Operating systems and applications

### About HCLSoftware

HCLSoftware is a division of HCLTech (HCL) that operates its primary software business. It develops, markets, sells, and supports over 30 product families in the areas of Digital transformation, Data Analytics & Insights, AI and Automation, and Enterprise Security. HCLSoftware has offices and labs around the world to serve thousands of customers. Its mission is to drive ultimate customer success with their IT investments through relentless innovation of its products.