

360° Digital Citizen Services

Government and public services organizations must rethink how they operate



Citizens demand **swift, seamless and ethical delivery** of digital public services through continual change.

- **85%** of citizens believe a better experience will help them save time when interacting with governments.
- **62%** of citizens expect services to be easy to use, and information to be clear, accessible and actionable.
- **62%** of citizens expect public sector service provision experience to be the same as online banking, social media or a ride sharing app .
- **82%** of all government transactions are expected to be digital by 2030.



Keep citizens and employees happy

An integrated cloud platform is critical in times of continual change to meet the expectations of citizens, employees, businesses and institutions. Avanade has the end-to-end digital innovation expertise to help governments and public services organizations optimize experiences and efficiencies using Microsoft ecosystem technologies.



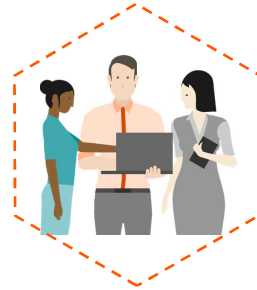
Data-driven Citizen Services

Avanade's Intelligent Automation Platform fuses AI, intelligent automation and workflow integration to empower employees and make access to services more seamless & engaging for citizens.



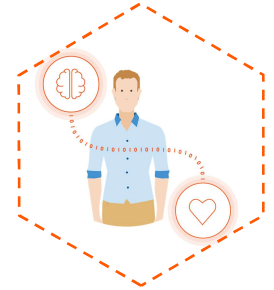
Efficient Experiences

Our digital expertise helps clients optimize ROI from Microsoft technologies and automate case management systems, improving the citizen experience and financial processes like grants and broker compliance.



Effective Collaboration

Avanade's Workplace Experience capabilities help create intelligent workflows for employees and enable secure, remote service capabilities for citizens, including virtual visits and virtual court proceedings.



Culture of Integrity & Trust

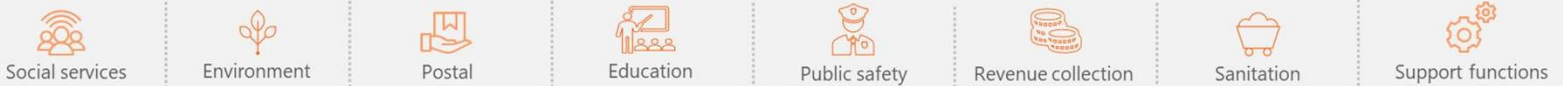
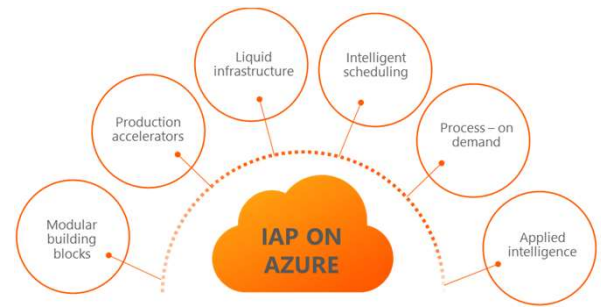
Avanade's organizational change management, digital ethics, and fraud prevention/security services help maintain transparency, integrity, and trust through continual change.



Ease the complexity of automation

We get you on the path to digitalization quickly, helping you realize immediate ROI while developing a foundation of intelligence within your organization. Intelligent Automation Platform (IAP) is Avanade's rapid, modular approach to building a cloud-based workflow platform that manages and automates business process services.

Avanade IAP fuses artificial intelligence, intelligent automation, workflow integration and robotic process automation to empower organizations and the citizens they serve to do more.



Your trusted digital transformation partner

Trusted Capabilities

- 450+ clients worldwide
- 30+ Delivery Centers across 17 countries
- 9,000 successful automations
- 200+ preconfigured services

Outcomes Driven

- 15,000+ automation professionals
- 4,000+ robotics practitioners
- 500+ AI & machine learning specialists
- 3,500+ analytics professionals
- 1,000+ data engineers

Microsoft Expertise

- Microsoft 2020 Global Alliance SI Partner of the Year
- 19 Microsoft Gold Competencies, including Security
- Most Certified Azure Professionals of any partner
- Global AI and ML Partner of the Year 2020
- HFS Top 10 Microsoft AI Service Provider
- Forrester and HFS "market leader" for Dynamics 365

Avanade's expertise, platform, and tools help government and public services organizations take advantage of automation. Contact us to maximize the efficiency of citizen services and innovate experiences in a world of continual change.

About Avanade

Avanade is the leading provider of innovative digital and cloud services, business solutions and design-led experiences on the Microsoft ecosystem, and the power behind the Accenture Microsoft Business Group.