

# CASE MANAGEMENT MODERNIZATION

salesforce

All Federal Agencies have a singular desire; to successfully and consistently meet service delivery expectations that are core elements of the mission of their program(s).

## The Impact of Poor Service

Because case management can include a variety of constituents, the inability to deliver on mission-critical initiatives i.e. delivering & maintaining an exceptional level of service, has a negative impact on internal and external parties at all levels of the organization.

### Program Executive

Employees that don't have the right tools to do their jobs effectively create extra cycles of oversight. From 1997 to 2011, there were over 11,400 Congressional Oversight Hearings.

### Agency-at-Large

Poor service has instilled a lack of confidence in agencies' customers & results in the creation of broad mandates for improved service across government e.g. Executive Order 13571, issued in 2011

### External Stakeholders

Per the 2015 US Federal Customer Experience (Cx) Index developed by Forrester, just 45% of government customers think that the agency reps they interact with understand their needs.



The low quality of federal customer experience has broad implications for both the political system and daily government operations.

The America Customer Satisfaction Index (ACSI) saw public approval of federal customer service hit an eight-year low (64.4%) in 2014.

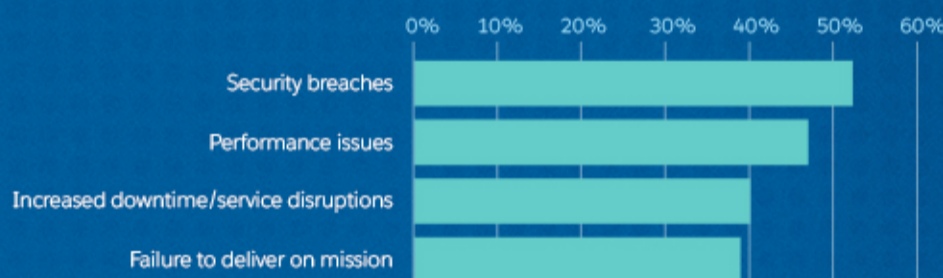


## The Need for Modernization & Connectivity

62% of Federal IT managers say if they do not modernize their legacy applications, mission-critical capabilities will be threatened. Specific concerns include:

*Government is regularly not delivering services to citizens that are raised in the Internet era and are raised expecting to have an Amazon-like experience for buying a book or a Kayak-like experience booking a plane ticket.*

*Haley Van Dyck, Co-Founder, United States Digital Service.*



## Governing From The Cloud

By moving to the cloud, Agencies are able to shift the time and resources spent maintaining their legacy environments to the deployment of new, innovative cloud solutions, focused on improving service.

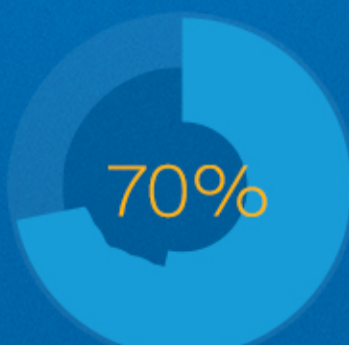
There are several key areas that substantiate the effectiveness of cloud-based solutions



## Making Modernization a Reality

The federal government's track record for implementing major software projects is, unfortunately, littered with examples of high-cost, high-risk, time-consuming projects that rarely make it successfully to launch.

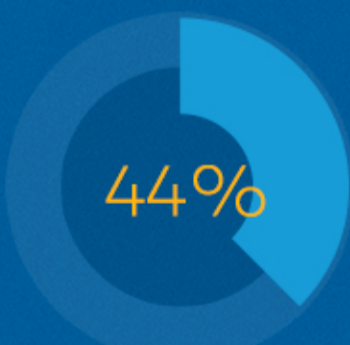
This doesn't have to be your reality; the benefits of implementing cloud-based solutions include...



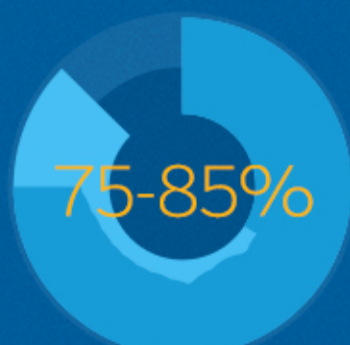
Reduction in time to market



More applications launched per year



Increase in application development capacity while reducing IT costs



Reduction in infrastructure costs