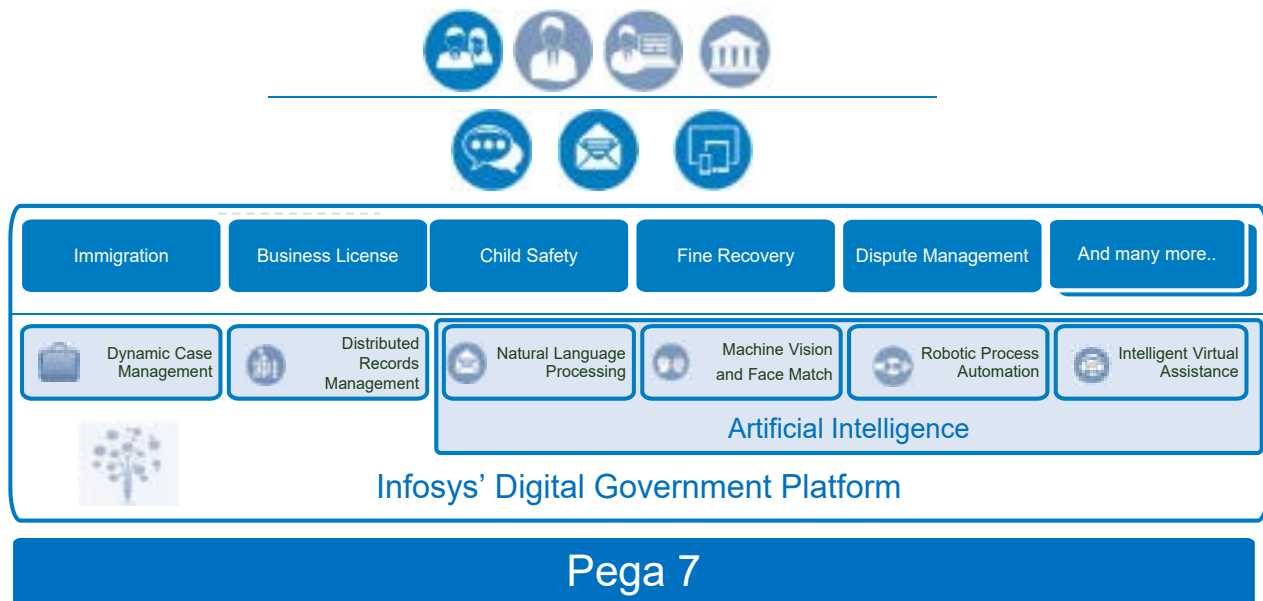


## INFOSYS DIGITAL GOVERNMENT PLATFORM

Digitize core government processes and amplify citizen potential and experience with Infosys' Digital Government Platform powered by Pega



In today's world, an empowered and digital savvy citizen can significantly boost a country's productivity and potential. Public service departments and officers have to deliver services to citizens treating them as valued customers. Meeting the increasing demands and expectations of more digital savvy users, especially younger citizens, means embracing technology to re-invent the way governments provide citizen services.



### Infosys Digital Government Platform

It enables citizen service departments to configure, quick-to-deploy solutions to service a variety of citizen requests

and issues. helps to increase operational efficiency and citizen satisfaction through every stage of the journey.

It is built on a Pega 7 and augmented with cutting edge features such as Blockchain,

Machine Intelligence, Robotic Process Automation, Face Recognition, and Natural Language Processing. The fully-integrated solution allows governments to adapt to the growing demand of digitization and citizen's expectations

## Key Features

**Automation Ready-** Leverage robotic automation and natural language processing to automate case creation and prioritization from unstructured data such as emails, file attachments, and social media posts.

**Transparent yet Secure** - Integrate with a blockchain based distributed records management system to have immutable yet shared records. Enable departments to share information and to quickly process citizen's request.

**Machine Vision** - Automated face recognition and matching to compare with existing records to reduce frauds

**Intelligent Assistance** - Expedite resolution to citizen queries using intelligent virtual assistant

**Offline Capable-** Provide services to citizens on-site and beyond the last mile

**Digital** - Supports various inbound and outbound channels including web, email, chatbot, and mobile for citizens and department.

**Uniformity** - Unified government platform to deliver consistent user experience while fast-tracking multiple dynamic case management implementations

## The Infosys Digital Government solution will help you to:

- Rapidly digitize a unified citizen services management system for various departments
- Automate repetitive manual work for staff, volunteers and citizens
- Reduce turn-around time for request processing – resulting in amplifying citizens' potential and
- Enable a consistent citizen experience, resulting in ease of use for all demographics
- Increase compliance with regulations

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

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