

# Four steps to digitize government services in the cloud

Deliver better, more personalized experiences that the public expects—while prioritizing innovation, efficiency, and security



## Invest in technology infrastructure

The cloud is the foundation for all digitization. Governments with strong cloud infrastructure scale quickly, easily deploy new applications, and securely serve their people anytime, anywhere.

250

virtual machines moved from +60 on-premises servers in three months—setting up the Municipality of Alkmaar to better serve their people.<sup>1</sup>



## Integrate data to deliver improved user experiences

The public expects services to be available anytime, anywhere, from any device. Governments are going beyond new applications—they are using data to deliver responsive, personalized, and innovative services.

90%

of patients in Houston avoided costly ambulance rides using HIPAA-compliant video conferencing to connect with emergency room physicians.<sup>2</sup>



## Focus on equity and trust

Digitizing services can create a more equitable society. Governments that put people at the heart of their digital efforts can promote accessibility and encourage inclusion across communities—and continuously iterate to make improvements.

2

Nunavut native languages added to Microsoft Translator making it easier for communities to connect, strengthen Inuit traditions, and keep the culture alive.<sup>3</sup>



## Innovate for a resilient future

Adopting a forward-looking technology strategy helps governments meet the needs of the public today and into the future. Governments in the cloud are innovating beyond traditional software and hardware, weaving technology into the fabric of their communities.

100+

digital services the State of Qatar plans to add to their open, integrated, and extendable platform of national services—created to support their people.<sup>4</sup>



**Modernize and design with a people-first, cloud-centric approach.**

Discover how you can start digitizing government services today.