Government On Demand—Empowering government agencies to offer faster and more responsive citizen services

Today’s tech-savvy citizens’ expectations from their respective governments are highly diverse. They want to interact, engage, and transact with authorities anytime, anywhere, and from any device.

The demand for critical services such as unemployment claims, social services benefits, healthcare and housing assistance continues to grow, and agencies are seeing the need to accelerate their digital transformation processes to deliver efficient and on-time services to their citizens.

A BETTER WAY TO SERVE CITIZENS

Xerox® Services for Digital Citizen aims to assist government bodies in enhancing their citizen services capabilities with rapid digitization that leads to reduced costs and improved operational efficiencies. It can help authorities provide secure and compliant services to all residents. Benefits include:

• Replacing legacy paper systems with digital processes
• Leveraging the power of data to serve citizens better
• Reducing the cost of processes/operations and quickly communicate with the public
• Ensuring regulatory compliance, offering citizens secure access to critical information with records management, faster data retrieval, and auditable workflows in a Digital Vault
• Automating and streamlining the processes to improve the overall experience for citizens across all demographics

HERE ARE SOME OF THE RESULTS WE’VE HELPED OUR CLIENTS ACHIEVE:

$2 million in total annual savings through print device optimization

25% reduction in outbound mail costs

Digitizing 2,000 to 3,000 land drawings and documents each day, improving employee productivity

25–30% more efficient claims processing via automation improvements
We can help improve the way you work.
Let us put our industry experience and technology expertise to work freeing up your employees,
improving outcomes, lowering costs and delivering a more positive citizen experience.

Learn more at xerox.com/DigitalCitizen.