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## Highlights:

- In 2013 Forrester ranked IBM as a leader in predictive analytics solutions.<sup>1</sup>
  - IBM estimates that Smarter Buildings can reduce energy usage up to 40 percent in some cases and reduce buildings' maintenance costs by 10 to 30 percent.<sup>2</sup>
  - IBM is helping the Department of Veteran Affairs (VA) replace its legacy HR system with a new, integrated HR system that will be deployed across the enterprise allowing the VA to better manage its workforce and reduce costs.<sup>3</sup>
  - In 2012, Business Technology professionals and Gartner rated IBM's QRadar as the top performing technology for Security Information Event Monitoring (SIEM).<sup>4</sup>
  - No matter what applications you need in order to achieve your mission, our experts in application development and maintenance will help your organization to implement, maintain, and optimize them from beginning to end.
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## Achieving the mission

**Vision. Innovation. Results.** At IBM, we are in the business of helping our clients achieve their mission. Today our Federal executives face an unprecedented amount of uncertainty. Shrinking budgets and expanding mandates, emerging information security risks, and new imperatives for transparency and accountability require new solutions.

The IBM Global Services—Global Business Services® division was recently ranked the #1 Global Consultancy<sup>5</sup> because of our ability to combine a deep understanding of client mission requirements with IBM's proven solutions and high-quality services teams to deliver real, tangible value. Whether your focus is on transforming an agency, improving operations, reducing costs, expanding service, or all of the above, our IBM team can help you. We create partnerships with our Federal customers to build the future and deliver innovation that matters—to our clients and to the world.

### Leverage analytics-based insights to make strategic decisions

It is not enough to have data—you need the ability to translate that data into actionable insights. By combining our leading capabilities in advanced analytics and business intelligence with our experts in business and technology strategy, we can help bring your organization seamlessly from data to decisions. We can help your agency:

- Benchmark your agency and identify trends and outliers
- Utilize predictive modeling to determine the effects of strategic choices
- Establish a foundation for using big data and advanced analytics to support agency goals
- Develop tailored analytics roadmaps to drive enhanced use of data-driven decision making



## Manage your resources effectively

Optimizing your resources—physical assets, finances, information, or people—ensures that agencies can maximize the resources available for mission objectives. Resource optimization can lead to significant cost reductions without jeopardizing levels of service.

- **Assets:** One of the biggest challenges facing public sector leaders today is how to track, manage and maintain physical assets. Our **Enterprise Asset Management and Strategy** team uses leading asset management tools, such as IBM Maximo® and IBM TRIRIGA®, to optimize usage of assets such as fleet and facility operations. These powerful tools can reduce asset downtime through automated maintenance and usage tracking. The result is high asset runtimes and lower costs. IBM's Smarter Buildings solution, which utilizes data analytics to reduce energy usage, is being used today to help our clients meet federal mandates to reduce energy intensity 30 percent by 2015.<sup>6</sup>
- **Finance:** By applying our expertise in finance transformation, we help our clients improve the efficiency and effectiveness of their operations, provide services to internal and external partners at a lower cost, and measure operational performance against high performing and comparable institutions.
- **Information:** How do you organize massive amounts of information and make it accessible to everyone who needs it? Our **Enterprise Information Management** team can help you to integrate data from disparate systems to increase consistency throughout the organization and improve business processes.
- **People:** Having the right people, with the right skills, in the right place, is a challenge all agencies face. Our workforce transformation solutions and expertise in human resource management technology, such as **Workday** and **Kenexa**, can help you to map processes, gain visibility into capabilities, align skills with needs, find new talent, and manage the entire workforce lifecycle in one place.

## Improve organizational performance

With tightening budgets and increased mission demands, public sector leaders are under intense pressure to improve organizational performance. IBM is helping our clients to:

- **Equip, retain, and develop a high performing workforce** with our **Learning Solutions**. IBM has transformed the education process to allow you to deliver training to anyone, anywhere, anytime.
- **Streamline processes and increase efficiency** by leveraging data with our business intelligence and performance management capabilities, while shared services and cloud-based infrastructures help you minimize redundancies and capitalize on collective information.
- **Enhance delivery of services** with IBM's **Operational Transformation and Business Process Management** team.
- **Take an enterprise view to optimize investments** in enterprise resource planning systems. We can help you develop the right strategy, provide systems integration services if needed and provide the support to allow you to maximize your return on investment.
- **Create an integrated enterprise** with IBM's globally integrated enterprise solutions. Federal agencies with far-flung offices—whether across states or across international borders—face unique challenges in connecting employees, customers, and business partners, while also ensuring information security. Today, IBM's innovation and global reach is helping our Federal clients create integrated enterprises that can delivery unprecedented capabilities and reliability at home and around the world.
- **Move securely to the cloud** with IBM's secure cloud facility at the Alleghany Ballistics Laboratory (ABL). It provides a highly secure environment for Federal clients. The IBM managed Data Center is located within secured DoD campus to meet demanding requirements of the US Government clients seeking high security environment supporting Health Insurance Portability and Accountability Act (HIPAA), International Traffic in Arms Regulations (ITAR) and other regulatory restrictions. The secured National Industrial Security Program Operating Manual (NISPOM)-approved Data Center & Network/Security Operations Center is available to host and manage classified and unclassified systems.

## Reduce risks and threats

Every day, public sector organizations face threats by external entities, whether they are individuals, organizations, or foreign nations. These can threaten agency data, damage constituent confidence, and sap agency budgets. IBM's services can help you:

- **Mitigate risk and reduce fraud:** Legislative requirements oblige entities to report on the success of their risk mitigation efforts. Our **Risk and Compliance** team assists organizations in meeting compliance requirements while identifying, assessing, and managing business risks, including fraud.
- **Reduce improper payments:** IBM has helped federal agencies, such as the IRS, save billions in improper payments by preventing and detecting improper returns and potential fraud.<sup>7</sup>
- **Achieve effective cyber security and protect privacy:** The impact of a security breach today is not contained to IT organizations, but can reverberate across an agency. More sophisticated external attacks and insider threats are a constant issue for protecting sensitive data. IBM's **Cyber Security and Privacy** team is equipped with top rated security technology, such as **IBM Security QRadar**, to prevent, detect, and address breaches in real-time. We work with clients to put comprehensive security plans into place that reduce cyber risks.

## Connect with social and mobile technology

Collaborative tools and mobile applications help organizations to increase productivity and engage internal and external constituencies in new ways.

- **Collaborate and share information** between your organization and your citizens, suppliers, employees and business partners anywhere at any time using IBM's social business and mobility services and technology, such as **IBM Connections** and **IBM Worklight**.
- **Improve your customer experience** and leverage social data with our Smarter Commerce services and software, like **IBM Tealeaf**<sup>®</sup>. Using social data, we are helping our clients analyze and predict citizen sentiment, security threats, and national disasters.
- **Leverage collective intelligence** by effectively managing and processing unstructured information, such as emails, images, and internet content, including from social networks, with our enterprise content management solutions.

## Manage and sustain change

A significant challenge for leaders is how to implement your innovative vision and organizational performance initiatives. Designing initiatives that will stand the test of time and create lasting change is harder still. To sustain change, our organizational change management practice uses leading change strategies to help clients manage business transformations and realize value from major program implementations; facilitate organizational engagement through program leadership and effective communications; and create organizational design and governance plans.

Our clients can count on IBM Global Business Services for experienced and talented practitioners who offer deep Federal experience, alongside IBM's virtually unmatched set of innovative solutions. We offer you proven solutions that can reduce costs and improve performance.

## For more information

For more information on IBM's government services, please visit us at [ibm.com/government](http://ibm.com/government)



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#### References

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