



---

## Highlights

- Enables digital transformation of local government organisations with a modern platform
  - Supports customer-centric service delivery
  - Facilitates greater efficiency and helps deliver comprehensive reporting
  - Replaces the need for bespoke code by providing powerful configuration tools
- 

# IBM Public Sector Solution for Microsoft Dynamics—Local Government

*Enabling digital transformation in local and regional government*

Outdated, disconnected systems that do not support digital transformation often leave today's digitally savvy customers disappointed with the services offered by their local government organisations. In an increasingly digital business environment, local government agencies need to look for new ways to meet high customer expectations and increase operational efficiency.

The IBM Public Sector Solution for Microsoft Dynamics (IPSSMD)—Local Government provides a modern digital services and customer engagement platform based on Microsoft Dynamics and the Microsoft Cloud. With features such as citizen self-service, end-to-end business process automation and business intelligence, this tailored solution can be rapidly deployed and seamlessly integrated with your critical business systems helping reduce configuration and management time. With the IBM Public Sector Solution, you can create an independent, automated platform that can be accessed by your customers and internal users anytime, across any device.

## Enabling digital transformation with a modern platform

IBM Public Sector Solution leverages more than a decade's knowledge of local government challenges and practices to deliver a ready-to-use solution that can be accessed across multiple devices. It offers a modern, intuitive and simple interface that requires minimal training for internal users, regardless of the device they use. For users that require it, it also supports both online and offline mobile access. With regular feature updates each year, the solution helps deliver continued value and always remains up to date.



## Supporting customer-centric service delivery

The solution can be easily integrated into back office applications, recording interactions across the organisation and enabling multi-channel communication, to improve services and help enhance customer experience. It gives you a 360-degree view of your customers across your critical systems without the need to double key data. For those customers who wish to self-serve, it includes a web portal that encourages independent problem resolution and reporting.

## Facilitating greater efficiency and comprehensive reporting

IBM Public Sector Solution enables improved workflow management and data quality that builds upon Dynamics 365. Leveraging Dynamics 365's comprehensive reporting engine, the solution allows all data to be fully reportable through a powerful point-and-click interface. Dynamics 365 and IBM Public Sector Solution natively integrate with Microsoft's class-leading Power BI application, letting you enjoy the benefits of error-free, comprehensive reporting. The IBM Service Creator tool adds significant value to the solution, allowing new processes to be added to the platform more easily and helping save configuration and ongoing management time. This tool allows large numbers of process to be created and deployed in weeks, rather than months.

## Replacing the need for bespoke code with powerful configuration tools

The solution provides powerful extended configuration options that help reduce the use of custom code, which supports self-management of the platform over time. At the same time, it delivers advanced case management capability that is tailor-made for the requirements of local government organisations.

## Why IBM?

By choosing IBM and Microsoft, you take advantage of the expertise of several thousand practitioners worldwide, ready-to-use software and best-in-class solutions. A Microsoft Certified Partner since 1995, IBM provides a broad range of consulting services to help advance your organisation's growth and efficiency with jointly developed solutions that drive excellence and business value in applications driven by Microsoft technology.



---

© Copyright IBM Corporation 2018

IBM Corporation  
Route 100  
Somers, NY 10589

Produced in the United States of America  
February 2018

IBM, the IBM logo and [ibm.com](http://ibm.com) are trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the Web at "Copyright and trademark information" at [www.ibm.com/legal/copytrade.shtml](http://www.ibm.com/legal/copytrade.shtml).

This document is current as of the initial date of publication and may be changed by IBM at any time. Not all offerings are available in every country in which IBM operates.

THE INFORMATION IN THIS DOCUMENT IS PROVIDED "AS IS" WITHOUT ANY WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND ANY WARRANTY OR CONDITION OF NON-INFRINGEMENT. IBM products are warranted according to the terms and conditions of the agreements under which they are provided.



Please Recycle

---