

Social Program Management Platform from IBM Watson Health

IBM's vision to support social program modernization projects is proven by our ongoing commitment to provide a platform for Social Services and Social Security organizations undergoing digital transformation.



Leading Platform Built for Social Services and Social Security

25+

years of continuous investment in a domain-specific platform, built for core needs of Social Services and Social Security organizations, leading to implementation of 972 government social programs in 19 countries



Role-based user experience enabling 250,000 caseworkers worldwide to deliver modern, human-centered experiences across the complete social care lifecycle



64 million citizens currently receiving benefits, including one Canadian provincial ministry paying \$400M monthly to 367,000 citizens with disabilities



6,000+ person years of development including 1,700 years since 2012

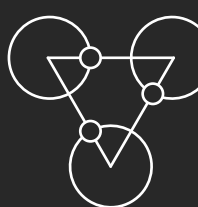


Proven ecosystem support, with 532 partner course completions and 100+ certifications of IBM Social Program Management business and technical training since June 2018

Investments in a Flexible Platform for the Future



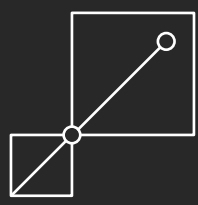
Platform-as-a-Service delivery model with 28 pre-built, domain-specific business processes and 9 modular components, including case management, eligibility and entitlement, and citizen engagement, to support the end-to-end program delivery lifecycle



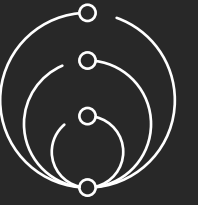
121 social program management-specific continuous enhancements since June 2018, supported by a dedicated product development team



160+ pre-built APIs designed to support social program management interoperability, including demonstrated integration with 45 different ancillary technology solutions



Ongoing commitment to upgradability, with 67 percent of customers using latest product version by end 2019



Voice of the customer embedded into product development process, with 54 sponsor user and design thinking engagements since June 2018