

INFORMATION CONNECTS

Modernize and Integrate Operations to Improve Services

Oracle iGovernment



ORACLE IS THE INFORMATION COMPANY

Oracle iGovernment: A Foundation for Public Sector Transformation

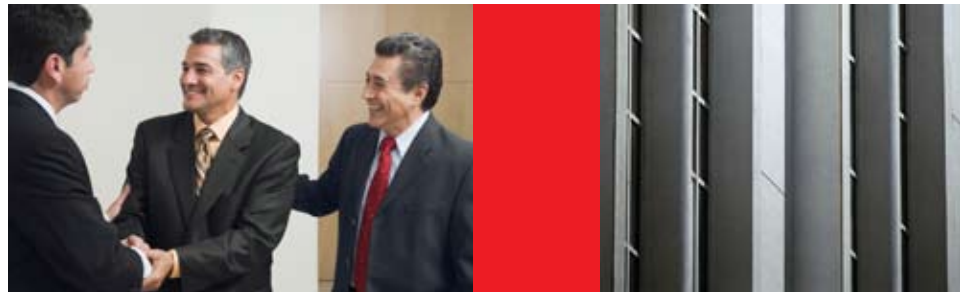
Oracle iGovernment introduces a platform for innovative, integrated, and intelligent operations that lets you tear down silos and link front- and back-office operations while reducing costs and increasing responsiveness.

Oracle iGovernment enables the next generation of government service delivery. It gives you the tools to move *beyond* e-government, to develop flexible systems that integrate multiple functions and departments. A platform of database, middleware, and applications built on open standards and a service-oriented architecture (SOA), Oracle iGovernment delivers better information for decision-making, better deployment of resources, and better-targeted public policy. Oracle iGovernment helps you

- **Modernize the IT infrastructure**—Combine open standards and a service-oriented architecture to create a next-generation IT environment that ensures security and controlled access
- **Increase efficiency and transparency**—Access the power of Oracle Applications to deliver shared services, streamline business processes, and ensure the integrity of operations
- **Transform government service delivery**—Use a common service delivery platform to support a wide array of government functions, from social services to public safety to economic development

With Oracle iGovernment, you can take advantage of new technology while preserving the business content of your existing applications. You can make your systems accessible to more users both inside and outside of government, develop cross-agency business processes that improve collaboration and productivity, and deliver new services more rapidly. Oracle iGovernment lets you benefit from operations that are innovative, integrated, and intelligent.

Fact: Oracle has completed US\$25 billion in targeted acquisitions of best-in-class companies over the past four years.



Introducing Oracle iGovernment

Realize SOA Benefits Faster with Oracle iGovernment

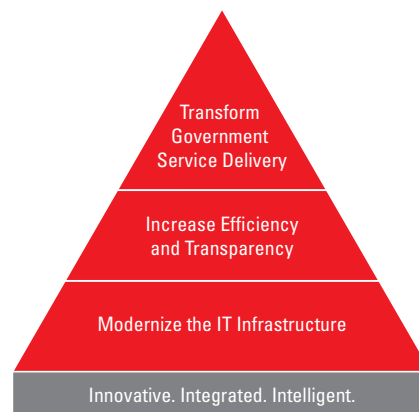
It is difficult to improve service delivery with legacy systems: their proprietary infrastructure prevents you from adopting open systems. Oracle iGovernment delivers the foundation you need to transition to a service-oriented architecture and open systems so you can

- **Reduce operational costs**—Service-based components can run on multiple hardware and operating system platforms, including open source environments
- **Reduce maintenance costs**—Isolating the process layer from the rest of the application simplifies modifications
- **Increase agility**—Segmenting applications into business-focused services makes the technical implementation of business changes less complex
- **Increase legislative compliance**—Automatic change-tracking and -recording (which processes were changed and by whom) is readily available for audit purposes
- **Lower reliance on legacy skill sets**—Gradual evolution to mainstream, standards-based technologies makes it easier and less expensive to find IT staff

Move from E-Government to Oracle iGovernment

Although the internet has enabled governments to provide access to information and transactions, the systems driving these operations are typically custom-developed, stand-alone, and unique to each business process. As a result, systems and interfaces are expensive and time-consuming to maintain and it is difficult to link front-office programmatic systems with back-office processing systems. Such legacy systems were not designed to handle current demands, but because they incorporate years of government policy, no department can afford to throw them away—even to move to new, lower-cost, and more-agile environments. As a result, public sector organizations have “hit a wall” and been frustrated with the deployment of e-government solutions.

Public sector organizations need IT modernization that enables them to transform legacy applications into an open-system, service-oriented architecture, so they can take advantage of new technology while preserving the business content of existing applications. They need an approach that lets them easily plug pieces together—as though they were puzzle pieces—as well as add and upgrade pieces at will. This is the concept behind SOA, and the heart of the Oracle iGovernment strategy. Oracle iGovernment provides the foundation to continue the evolution of government computing—by increasing integration across agencies, automating more-complex and varied functions, and making systems accessible to a greater number of users. The result is government operations that are innovative, integrated, and intelligent.



Oracle iGovernment introduces a platform for innovative, integrated, and intelligent operations that lets you tear down silos and link front- and back-office operations while reducing costs and increasing responsiveness.

“With Oracle, we now have a solid foundation in place to move forward with significant projects that will help us improve efficiency and enhance services to our citizens and employees.”

Lynn Vellinga, State Accounting Officer, State of Georgia



Modernize the IT Infrastructure

The foundation of Oracle iGovernment is a modernized IT infrastructure built on a shared database and middleware environment. In this environment, controlled clusters of databases secure data and efficiently process it to cost-effectively and flexibly serve many applications and users. The infrastructure combines hardware, operating systems, databases, application servers, and application components, and includes robust security capabilities. With this infrastructure in place, you can offer shared services and implement processes that connect agencies with each other and users, both inside and outside government.

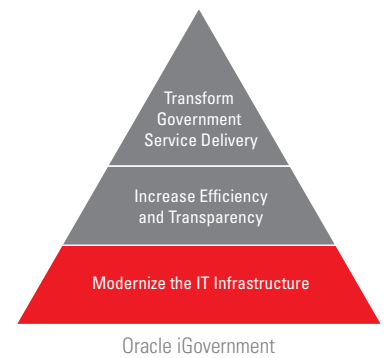
Transition to Grid Computing and Virtualization

Most public sector IT departments face budgets that are either frozen or decreasing. Grid computing and virtualization give you high performance and reliability at a low cost by clustering servers together to act as a single large computer, dynamically shifting server resources between applications on demand. With grid computing and virtualization, you can add capacity as needed—one inexpensive server at a time—for superior scalability and fast return on investment (ROI). Among Oracle’s innovations is the ability to operate all tiers of your environment in a grid, increasing the power of your application and data environments and ensuring their availability and scalability. Moreover, legacy and packaged application components—running on grid computing resources in multiple locations—form a virtual environment with a single point of management, control, and access that requires fewer IT personnel to maintain. With grid computing, you can increase the flexibility, performance, and scalability of your IT systems while decreasing the number and size of your data centers.

Migrate to a Service-Oriented Architecture

Oracle’s comprehensive suite of SOA-enabled IT infrastructure solutions lets you build, deploy, and manage cross-agency processes that share information, orchestrate system services and workflows, and provide unified service delivery. The SOA structure simplifies your IT environment, reducing costs and increasing responsiveness by creating a services infrastructure that includes robust security capabilities. This allows you to eliminate duplicate processes and tear down information silos.

The SOA infrastructure is supported with business process management (BPM) tools to design processes and workflows and to implement a governance model. BPM and SOA governance processes let you assess existing IT assets, policies, and budgets and realign them as needed to meet expected ROI. You can also identify areas for improvement and cultural changes that may be necessary to meet your goals.



Modernize the IT Infrastructure

- Support open standards
- Transition to grid computing and virtualization
- Migrate to a service-oriented architecture
- Ensure security and controlled access



“Our strategic acquisitions and internal research and development investment over the last four years has enabled Oracle to meet the unique needs of leading industries such as the public sector. Oracle iGovernment fulfills our complete, open, and integrated strategy.”

Sonny Singh, Senior Vice President, Industries Business Unit, Oracle

Support Open Standards

Oracle solutions are complete, open, and integrated. The use of open standards allows an evolutionary approach to modernizing your IT infrastructure—letting you leverage existing investments in technology and increase the life span of your legacy applications.

- **Complete**—Oracle offers a comprehensive portfolio of solutions for the public sector, with an integrated technology stack to deliver more value with less complexity.
- **Open**—Oracle’s leadership in open standards is unrivaled. Oracle products are built to support industry and technology open standards, and applications have been rearchitected to run on Oracle Fusion Middleware. This combination is ideal for heterogeneous environments, providing you with a choice of solutions and connectivity with less risk.
- **Integrated**—Oracle Applications are designed to work together, allowing easier interactions within and across your enterprise to deliver more flexibility with less cost.

Typically, legacy applications are not easy to modify because, over time, the business logic becomes deeply embedded within the systems. SOAs offer a flexible architecture that facilitates timely changes and allows you to decouple, extract, migrate, combine, and reuse legacy application components in order to implement and enforce public sector workflows and procedures. The flexible, interoperable platform inherent in an SOA makes it possible to separate data from processes and user interfaces, so that even legacy applications can be given more-accessible and intuitive user interfaces.

The SOA structure simplifies your IT environment to reduce costs, increase responsiveness, and help improve and expand services more rapidly. In addition, Oracle SOA solutions work with both non-Oracle and third-party software, so you can continue to use your legacy systems and data repositories and incrementally adopt SOA at your own pace.

Ensure Security and Controlled Access

With Oracle iGovernment, security is embedded within the IT platform to ensure data security both inside and outside the data center. Oracle’s comprehensive security solutions provide identity and information assurance within a single, common framework. Built on open standards, the solutions can be integrated with all leading applications, platforms, and systems to protect your enterprise information and ensure privacy at both the database and application levels.

Oracle’s database security solutions prevent unauthorized use by implementing separation of duties, enforcing discretionary access control of sensitive data, and encrypting sensitive data. Centralized and secured audit data provides a clean audit history, and encryption of all database backup tapes renders them useless if lost or stolen.

Oracle identity and access management solutions deliver a highly flexible and scalable enterprise identity management system that controls authentication and authorization privileges. Consistent, enterprisewide security policies; access privileges that are automatically updated with role changes and terminations; single sign-on capabilities; and central authorization policies reduce the risk of security compromises. Oracle security solutions let you deploy applications faster and apply the most granular protection—improving security, lowering administrative costs, and reducing risk.



Fact: With 1,500 patents and 1,500 more in progress, Oracle has invested more than US\$7 billion in research and development over the past four years alone.

Increase Efficiency and Transparency

Oracle’s strategy is to provide a comprehensive footprint of applications and technology to meet the unique needs of an industry—including both cross-industry and industry-specific applications. Moreover, Oracle’s objective is to deliver these business capabilities at the lowest cost and lowest risk by providing solutions that are complete, open, and integrated. Oracle iGovernment fulfills all these strategic goals for the public sector.

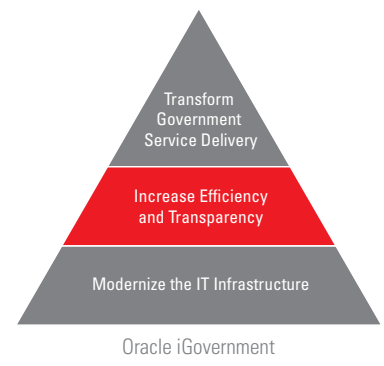
To help you operate more successfully, Oracle’s complete portfolio for the public sector includes back-office administrative applications as well as solutions for front-office programmatic processes. Oracle uses a two-pronged strategy to build this portfolio and ensure that it meets the evolving needs of the public sector: targeted acquisitions of best-in-class companies and applications, and investment in internal research and development to deliver new features and solutions.

Deliver Shared Services

It is often difficult for government agencies to dramatically change their operations, because their primary organizational structure is aligned around programs or services—a structure which isolates processes from data. Oracle iGovernment provides a modernized infrastructure and Oracle’s portfolio of applications to break down silos and deliver shared services. By designating one source for services, you can consolidate applications, technology, and resources and present a simplified, common user interface. Often, back-office work such as purchasing, hiring, or IT has been offered as a shared service; now, additional functions such as call centers and customer relationship management (CRM) systems are also being implemented as shared services. Shared services can enable technology investments to serve more users, reduce costs, and help agencies collaborate to reach goals.

Streamline Business Processes

The implementation of shared services provides a good opportunity to improve your business processes because you can spread both the resource costs and the benefits across multiple cost centers. Oracle Applications, such as Oracle’s enterprise resource planning (ERP) solutions, can help you optimize business performance by leveraging the extensive industry experience and best practices they incorporate. With these solutions, you can develop and implement cross-agency, best-practice business processes that help you streamline, automate, and manage your operations. You can also realize the following benefits.



Increase Efficiency and Transparency

- Deliver shared services
- Streamline business processes
 - Planning and budgeting
 - Tax and revenue
 - Financial management
 - Human capital management
 - Procurement
 - Project and grant management
- Ensure the integrity of operations

Fact: Oracle is No. 1 in database and middleware and is the first enterprise software provider to receive the prestigious J.D. Powers and Associates certification for outstanding service.



Flexible ERP Solutions

Oracle ERP solutions are flexible and adaptable enough to support common financial and human resource management needs, as well as those that are agency-specific. Oracle ERP solutions improve your back-office operations and increase efficiency and transparency. They enable you to

- **Streamline transaction processing**—Replace forms with online data entry and validation, simplifying processes, automating workflows, and reducing errors
 - **Make continuous system improvements**—Optimize processes and user interfaces to lower costs and improve efficiency
 - **Expand beyond core ERP functions**—Grow into new areas such as talent management, advanced procurement, and employee and vendor self-service
 - **Embed business intelligence into back-office systems**—Move from simply processing transactions to using information to better understand program costs and benefits
 - **Provide customized tools such as dashboards**—Present a role-based summary of key metrics and performance as they relate to the strategic goals of your initiatives
- **Improve results with performance-based planning and budgeting**—Most agencies are eager to eliminate the multiple spreadsheets, feeder applications, and standalone processes embedded in their budgeting procedures. Oracle provides a single solution for enterprise budget formulation, execution, and distribution that lets you focus on budget analysis and the linking of budgets to program goals. You can shorten budgeting and reporting cycles, comply more easily with regulatory requirements, and control spending in real time. You can also enhance planning processes by continuously measuring agency performance against targets and providing accountability for results.
 - **Meet requirements with prebuilt tax and revenue capabilities**—Oracle offers a comprehensive, end-to-end, enterprise tax and revenue management solution that delivers a single view of the taxpayer and provides a flexible and adaptable alternative to custom-built systems. The solution can consolidate information from systems across all tax and revenue sources. Plus, it is a good choice for a shared-service offering because it can handle a variety of revenue sources and includes plug-in configurations that give you extensive flexibility because they are easy to deploy to fine-tune business processes.
 - **Improve financial management and performance**—You can leverage highly scalable services, a flexible ledger architecture, and best-practice solutions to automate, centralize, and standardize transactions and seamlessly consolidate financial data across disparate systems. Additionally, using a single accounting, tax, banking, and payments model facilitates shared services across agencies and enables “push button” financial reporting and data analysis to meet your requirements more efficiently and with lower costs. Oracle also delivers the most-integrated performance management solution and tools to measure strategic metrics, goals, and accountability.
 - **Attract, engage, and measure your workforce**—Oracle human capital management applications help you develop best-practice processes for transactions such as optimized time collection, absence management, benefits, and payroll processing. You can also more easily track and analyze demographic and workforce information, and monitor compliance. An integrated data model and real-time analytics provide an up-to-the-instant, accurate view of human resources (HR) activities. Self-service and HR help desk functionality streamline business processes and drive down costs, and Oracle’s talent management solutions—including recruiting, performance management, learning and development, and compensation—help you attract and maintain an effective workforce.

“Oracle Consulting has enabled us to enforce performance-driven, citizen-centric government for a complex, multiple-agency project—resulting in improved customer service and increased operational efficiency.”

Paul Doughty, Project Manager eServices, Department for Work and Pensions, London, England



- **Gain better visibility into procurement spending**—Oracle procurement solutions provide public-sector-specific capabilities, delivering the flexibility to meet changing requirements and reduce spend on goods and services. You can implement time-saving capabilities such as an automated procure-to-pay process; policy-driven, self-service applications; and budget-based procurement. Total visibility and control over procurement processes lets you analyze spending patterns by organization, program, project, and cost centers; track supplier performance; and measure contract utilization.
- **Manage projects, programs, and grants in real time**—Oracle project management solutions support the full lifecycle of project and portfolio management and deliver a single, accurate view of all project-related activities. Industry-leading functionality lets you execute projects using best-practice methodologies, assign the right resources, streamline and manage project scope and schedules, and track financial status using accurate budgeting, forecasting, and billing information. Oracle’s grant management solutions help you manage grant administration from start to finish and provide real-time cost visibility with a Web-based system that can be integrated with your financial, procurement, human resources, and payroll applications.

Ensure the Integrity of Operations

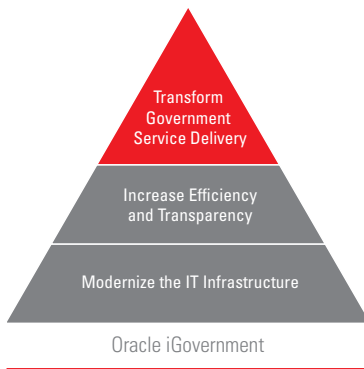
A breach in data security can damage your reputation, cause a loss of public trust, and lead to audit failures and penalties. Oracle delivers a comprehensive application suite for governance, risk, and compliance (GRC) that provides real-time visibility into risks, along with controls to ensure operational integrity. Oracle’s GRC solutions help you strengthen security by automating segregation-of-duties rules and managing access rights in a central location to prevent conflicts and deter fraudulent conduct. In addition, Oracle solutions can detect access violations across all major applications and reduce suspicious activity by applying validation and approval rules to prevent erroneous or illicit transactions.

Oracle’s GRC solutions use a standards-based, service-oriented platform that works across applications and system environments, so you can offer them as a shared service to lower overall costs. And these solutions can act as a data hub to deliver cross-agency information that can be analyzed with control and performance analytics, role-based dashboards, and hundreds of out-of-the-box metrics. These features let finance, audit, HR, and IT professionals overcome the challenges of fragmented information and collaborate to develop a coordinated response to compliance risks. With Oracle iGovernment, whether you use Oracle Applications, SAP, legacy, or custom applications, Oracle’s GRC solutions can help you comply with ever-changing requirements.

Fact: Oracle is No. 1 in enterprise performance management, with market-leading products in business intelligence, business analytics, planning and budgeting, and financial consolidation.



Transform Government Service Delivery



Transform Government Service Delivery

- Provide a common service delivery platform for
 - CRM
 - Case management
 - Portals and content
 - Automated workflow and assignment
 - Geographic information systems (GIS)
 - Mobile computing
 - Rules engine
- Manage master data
- Enable self-service
- Embed business intelligence and analytics

With a modern IT infrastructure and efficient, transparent back-office operations in place, the ultimate goal of Oracle iGovernment is to transform service delivery. The internet gives users access to information and government transactions, but Oracle iGovernment takes this concept to the next level.

Provide a Common Service Delivery Platform

Oracle iGovernment is based on a common service delivery platform that can be deployed within or across government functions. A common platform lets you seamlessly link CRM and case management applications with back-office functions and other services, such as workflow, content management, and geospatial data. This integration gives you the means to support a wide array of government functions, from social services to public safety to economic development. It also allows you to create standardized interfaces for similar business processes across agencies—for example, credit-card-payment functionality can be used by any agency so that users see the same interface whenever they need to make a payment. And a common service delivery platform allows you to create agencywide knowledgebases that track needs and requests, so you can analyze trends and plan resources accordingly.

Market-Leading CRM Solutions Improve Services

Public-sector-specific CRM applications are a key component of Oracle iGovernment's common service delivery platform. They deliver a comprehensive, cross-agency view of customers and include coordinated business processes, workflows, and integrated analytics. Oracle CRM solutions help you deploy Web-based information portals and centralized call centers for a more intuitive and comprehensive first point of contact. Moreover, agencies can share centralized contact center technologies using Oracle's innovative contact center infrastructure solution, a multichannel platform that takes communications from anywhere and routes them to anywhere. The solution includes queuing and routing of traditional phone calls, e-mail, chat, fax, and Web callback requests. Agents can work efficiently due to 360-degree views into interactions and real-time business intelligence.

Information and service requests can be handled by a combination of self-service Web functions and call center agents who work across agencies. This shared-service approach allows agency specialists to focus on more-complex needs and lets you more fully leverage your organization's most knowledgeable experts. With Oracle CRM solutions, you can develop customer-centric solutions that significantly improve your service delivery, lower operational costs, and increase satisfaction.

“Since launching the electronic government project, our [citizen] services have improved in almost 10,000 localities within the state. Citizens can now carry out a large number of transactions online, which avoids lines, waiting time, and unnecessary trips. Oracle not only has given us tools to improve the operational efficiency of the state government, it has also introduced a positive cultural change.”

Juan Octavio Pavón, General Director, Technological Innovation, State Government of Veracruz



Boost Collaboration with Enterprisewide Case Management

Oracle case management solutions have been designed to help public sector agencies work together to provide the best possible service to their clients. These solutions grew out of the need to provide each service request with its own lifecycle so it could be tracked and resolved more efficiently. As a result, Oracle developed case management solutions that focus on three distinct areas: social services, justice and public safety, and tax and revenue. In these solutions, a task-based user interface displays a simplified view of the system and walks users through the steps to complete a given business process, such as delivering a benefit, attaching evidence to a case, or conducting eligibility determinations.

Users can easily access shared data by querying the enterprise case management solution for a name, location, or topic of interest. Interdepartmental and regional collaboration is further enhanced through automated approvals and the ability to combine cases into a single result by consolidating case information and removing duplicate data. Whether the goal is maximizing self-sufficiency or reducing crime, Oracle solutions give you the ability to analyze the case management process and identify the best practices that can drive desired results. Then, throughout the case management lifecycle, you can use Oracle case management solutions to implement a service-delivery process that leverages and institutionalizes these best practices.

In addition to CRM and case management solutions, Oracle iGovernment helps you boost the power of your service delivery platform with advanced functionality that can be shared across agencies and used to support applications that increase user acceptance, satisfaction, and productivity.

- **Portals**—Oracle offers a complete and open portal platform that lets your organization use prebuilt, custom portals to securely deliver Enterprise 2.0 services such as wikis, discussion forums, and RSS feeds for syndicated news and other user-selected Web content. This platform supports industry standards and uses an architecture that can be centrally managed and seamlessly scaled from work group to enterprisewide deployment.
- **Content management**—Oracle’s content management solution dramatically improves Web publishing productivity and lets you maintain accurate, timely, multilingual Web content with consistent presentation across all your organization’s Web sites. The solution facilitates rapid site deployment and management, enabling you to launch sites based on reusable templates, code, and content in minutes.

Fact: Oracle is No. 1 in customer relationship management, with 5,000 customers, 4.6 million users, and the award-winning Oracle CRM On Demand.



Gain a More Complete View of Your Services

Government agencies are actively seeking integrated front- and back-office solutions that reduce silos, minimize redundant information, and reveal the true cost of their programs and services. When Oracle's CRM solutions are integrated with your ERP applications, you can

- Determine year-over-year actuals, program ROI, efficiency key performance indicators, and resource allocations by program
- Report the service delivery costs associated with call centers throughout government
- Reduce the time spent on financial costing, billing, and reporting
- Obtain a better understanding of the true costs of your services
- Evaluate and prioritize services to optimize the use of funds and improve service delivery

- **Geographic information systems (GIS) and spatial**—Oracle solutions let you store and manage geospatial data directly in Oracle Database. Compliant with open standards, these solutions support all major geospatial data types and models to meet the needs of advanced geospatial systems, such as those for utilities, logistics, defense, and justice and public safety. They can also serve as a central data repository for geospatial data so that you can incorporate cross-agency, up-to-date location information and analysis into your applications for more-informed decisions and better responses to requests.
- **Mobile**—Oracle's laptop-, handheld-, and wireless-enabled applications provide immediate access to critical information anytime, anywhere, and can be deployed across agencies to enable shared information. Using innovative, patented technology and leading mobile and wireless standards, they offer a variety of options such as connected and disconnected access to data, wireless or wire-line connectivity, and real-time browsing.
- **Automated workflow**—Workflow processing capabilities in Oracle solutions let you automate and streamline business processes using workflow-enabled transactions. You can quickly create processing paths to accommodate new business rules, legislation, and procedures. And standard internet protocols let you include e-mail users, Web users, and internal and external systems in your transactions. These solutions can automatically process and route information—according to business rules you can easily change—so you can provide all parties in a process with the accurate information they need.
- **Business rules**—Many agencies need to perform complex tasks such as administering and distributing entitlements. Oracle delivers a policy-automation platform you can use to quickly translate legislation and policies into defined, automated business rules that can be deployed within your applications to increase consistency and accuracy. Oracle solutions for business rule development provide users with a framework and tools that are fully accessible to nonprogrammers—so you can rapidly implement policy-based rules and determinations with reduced IT costs.

Use Master Data to Deliver a Cross-Agency View

One of the biggest challenges in government is determining whom an agency is serving. Many agencies have partial information on an individual, and often, there are multiple partial records stored in several systems. Oracle's master data management solutions can identify where the most-accurate data elements reside, access these legacy and agency-specific systems, consolidate the data into a central data hub, and feed the consolidated data to various agencies.

“With Oracle iGovernment, Oracle is moving beyond the back office and providing solutions to address the programmatic requirements for government functions such as social services, justice and public safety, tax and revenue, and defense.”

Juan Rada, Senior Vice President, Public Sector and Education Global Business Unit, Oracle



Additionally, the solutions let you define extended relationships and separate the party from the relationship. A single, real-life entity can be shared across agencies and each agency can define its own relationships or roles. By implementing a central data hub, you can manage data quality in one location using Oracle’s embedded data quality management tools, validate the data and prevent duplicate records, and greatly reduce the cost of maintaining and sharing accurate, complete information.

Deliver Superior and Relevant Self-Service Capabilities

Oracle’s self-service and e-billing solutions let government agencies deliver sophisticated, self-service applications that improve user satisfaction and eliminate expensive, time-consuming phone and in-person interactions. They have the capabilities, features, functionality, performance, and scalability to deliver on the promise of Oracle iGovernment.

These solutions can be used to organize information, integrate relevant systems, and automate transactions, so users can take control of their service needs in many areas—such as tax statements and document access; application for government benefits; electronic benefits payments; and healthcare services, including third-party billing, explanation of benefits, claim status, and online benefits inquiries.

Embed Business Intelligence and Analytics

With Oracle iGovernment, you can take advantage of the analytics embedded in Oracle’s public sector solutions to measure performance and increase accountability for the services you provide. For example, Oracle case management solutions let you analyze data from both internal and external systems to gain real-time insight into critical issues and make rapid, effective adjustments to changing conditions. The solutions simplify case reporting by providing analytical dashboards to track events and outstanding problems. Dashboards summarize case activity relevant to the user’s role and are filtered for a user’s profile, so agents and case workers can quickly determine which cases they should be working, what their highest-priority activities should be, and how well they are performing. In addition, department managers can view the overall status of their teams’ workflow, retrieve workloads and backlogs, and identify problem areas. These prebuilt business intelligence capabilities can play an important role in helping you succeed in your missions and initiatives.

Improve Results with CRM Solutions for Government

Oracle’s public-sector-specific CRM applications help you provide information and services quickly and efficiently.

- **Constituent services**—Centralize government contact centers for nonemergency calls, often tied to a central phone number (such as 311) for easy access
- **Justice and public safety**—Integrate crime, intelligence, and terrorism incident information from various systems within and across jurisdictions; identify trends, patterns, and clusters; and track and deploy resources
- **Social services**—Consolidate constituent information from case initiation to close, and use workflow-driven case flows and case collaboration to drive rapid resolution
- **Tax and revenue agencies**—Enable tax authorities, as well as postal, licensing, and tourism agencies, to better collect government revenues, track accounts, and implement effective marketing, sales, and customer service programs



“With Oracle iGovernment, we are establishing a technology platform based on a service-oriented architecture for innovative and integrated internal operations—helping us to reduce our overall costs, increase transparency, and improve services to citizens.”

Patricia Dues, Enterprise Program Manager, City of Las Vegas

Extend the Power of Oracle Applications with Oracle CRM On Demand

Oracle CRM On Demand is the only solution that provides Web services support as well as prebuilt integration to Oracle business applications and other applications—to fully integrate your extended enterprise with the power of CRM.

- Create a seamless front- and back-office user experience with prebuilt integrations
- Get true real-time integration capabilities that go beyond simple data sharing to deploy end-to-end business processes
- Give your organization a 360-degree, client-centric view of critical back-office information
- Leverage prebuilt solutions to connect your mission-critical enterprise applications at the data, business process, and user-interface levels
- Ensure consistent and accurate records with powerful data-quality-management features
- Access a comprehensive set of flexible Web services programming interfaces to enable custom application integrations

Realizing Oracle iGovernment

Many government agencies are in the process of transforming their computing systems to better serve clients. Oracle iGovernment can help you reach your goals through each stage of transformation by delivering the power of Oracle’s complete, open, and integrated application portfolio. As an integral part of this portfolio, Oracle Fusion Middleware provides a comprehensive platform you can use to integrate information across systems, including legacy applications and Oracle and non-Oracle applications. This architecture is the platform for Oracle’s next-generation Oracle Fusion Applications, and it is also being continually integrated into Oracle’s existing product lines under the Applications Unlimited program. Oracle Fusion Applications are being designed to unify best-of-business capabilities from all Oracle Applications in a complete suite delivered on Oracle’s open technology. Only Oracle can offer you the scale of resources needed to extend the solutions you own today while simultaneously helping you evolve to the next-generation Oracle Fusion Applications. And with Oracle’s unique Applications Unlimited and Lifetime Support Policy, you will not be forced to upgrade—you can decide when, and if, to upgrade.

With Oracle iGovernment, you can gain operational efficiencies and business agility through adaptable, reusable business processes and services built on a truly flexible SOA foundation. To help you accrue these benefits more quickly, Oracle Application Integration Architecture provides a flexible, open-standards-based framework for creating cross-application business processes that unify, modernize, and evolve your business systems. It enables you to rapidly, cost-effectively, and creatively respond to the unique needs of your organization. You also have the option of implementing solutions using Oracle On Demand, a portfolio of applications managed by Oracle, complete with support, service, upgrades, and maintenance. Instead of making a sizable investment in building your own software and hardware infrastructure, Oracle On Demand provides a predictable, scalable, fixed-cost model for running business applications. These are just some of the ways Oracle iGovernment can help you break through the wall of e-government—putting you on the path to operations that are innovative, integrated, and intelligent.

CONTACT US

For more information on how your organization can benefit from the power of Oracle iGovernment, please visit oracle.com/goto/igovernment or call +1.800.ORACLE1 to speak to an Oracle representative.

Outside North America, visit oracle.com/corporate/contact to find the phone number for your local Oracle office.



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