

THE POWER OF IDENTITY IN A DIGITIZED WORLD

Optimizing government agencies for the future and increasing efficiency are key to improving service delivery to constituents.

This infographic series, *The Power of IDentity in a Digitized World*, examines the top identity-related priorities, challenges, and opportunities facing government agencies today.

The digital transformation wave continues to spread to all corners of government agencies, who are working hard to modernize their systems, networks, and applications, as well as their critical constituent-facing solutions and services. As agencies make the shift towards modernization, it's crucial that the services and solutions they employ are optimized at the highest levels of performance, speed, and visibility, while also ensuring efficiency and a seamless experience for constituents.

Top Priority Pillars: Optimization & Efficiency

Government agencies earn and foster public trust by providing interactive experiences that are effective, efficient, and easy to use – while being fair, transparent, and protective of privacy.



OPTIMIZATION & EFFICIENCY

Optimize workflow, reduce inefficiencies, and maximize resource allocation



SECURITY & RISK

Prevent escalating and evolving cybersecurity, identity fraud, third-party, and reputational risk



PRECISION & MODERNIZATION

Establish identity transparency across channels



TRUST & EXPERIENCE

Establish trust and increase service satisfaction for trusted constituents

Identity Challenges: Common Questions



What steps has your agency taken to **optimize program service delivery efficiency**?



Do you have a **well-thought-out prioritization strategy** to help shape and guide your efforts?



As you undertake optimization and efficiency programs, are you also **ensuring that your efforts can be maintained for the future**?



Have you looked at **network optimization to improve overall network health and performance** – which is essential to providing a higher quality constituent experience?



Have you clearly **identified the mission critical objectives and measures that matter most to your agency**, and how they relate to one another – which is key to optimization and efficiency?

Digital Transformation: Keeping Pace with Optimization and Efficiency

As government agencies undertake optimization and efficiency efforts, they need to make sure the efforts are effective and sustainable.



Eighty-five percent of citizens expect **government digital services to provide the same or higher levels of service as the private sector.**¹



85% of organizations will embrace a cloud-first principle by 2025 and will not be able to fully execute on their digital strategies without the use of cloud-native architectures and technologies.²



Digital transformation spending is forecast to reach nearly \$3.9 trillion in 2027 with a five-year compound annual growth rate of 16.1%, according to the International Data Corporation.³



According to NASCIO's 2023 State CIO Survey, over half of respondents (**55%**) reported that the pandemic did **increase funding for modernization.**⁴



The MuleSoft 2023 Connectivity Benchmark Report says the stakes for digital transformation have never been higher. **The average organization could lose \$9.5 million should they fail to complete their transformation initiatives.**⁵



Regarding generative Artificial Intelligence (AI), state CIOs were asked which business process will have the most potential benefit from AI in the next three to five years. **Their choices were digital citizen services, cybersecurity operations and fraud prevention and detection.**⁶

Understanding identity is central to establishing trust and providing a seamless and secure experience.

Modernize with Confidence

Finding a trusted and proven identity provider is critical to success.

Leveraging the latest in advanced machine learning, identity intelligence, and advanced analytics ensure a secure and seamless experience.



Services should be easy to access and use. Simplicity is preferred. Agencies need technology able to scale in real-time.



End user preference demands consistent service and access across channels (device, online, and in-person). While experience is prioritized, privacy and security are also important. Achieving both through transparency is key.

Expertise and experience matter.



Best Overall Digital Identity Solution Provider 2023



2022 Judges Choice Best Identity Verification and Authentication Solution



2022 Leader in Identity Verification



2023 Customer Success Awards Fraud Prevention Market Leader



2023 Market Champion Fraud Reduction Intelligence Platform



Digital Fraud Management Leader in the 2023 Report

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