



A Two-Track Strategy to a Modern Digital Government



A Practical Guide for Technology Leaders Facing Today's New Normal

When your public wants instant answers, easy access to services, and total confidence you will provide what they need, when they need it, how does their experience measure up?

And when other public sector organizations — think response services and the military — need to improve efficiencies for their workforce and the people they serve, how do you deliver modern experiences and make best use of existing systems at the same time?

Now more than ever, private citizens, public servants and mobilized workforces need to feel connected, informed and listened to. And they look for the same simplicity, responsiveness, and speed they get from platforms like Spotify or Netflix.

That's quite a set of challenges when government and public sector CIOs are already grappling with multiple internal issues. For some, there are small budgets, skills shortages, and slow approval processes. For others, there are fragmented siloed teams, complex legacy systems, and ever-increasing regulations. All barriers to improving service delivery.

Globally too, markets and legislation are becoming more complex, and data management is getting tougher. Compliance mandates such as general data protection regulations (GDPR) in Europe, or the California Consumer Privacy Act (CCPA) in the US stipulate how to keep vital information private and secure in today's digital world.

All in all, there's no shortage of priorities to address, and during unpredictable times, IT leaders that fall under the government umbrella need to step up and drive their organization's digital strategy.

But there is a way for government CIOs to both overcome internal challenges and meet external needs.

This paper outlines a two-track strategy that will inspire you to modernize and future-proof your approach. It means you can not only do more for your workforce, public servants and citizens, faster — you can get more from existing investments while you're doing it.

Your Two-Track Strategy to a Modern Digital Government

So what do you need to build a modern digital government?

You need a convenient way to let people interact with public services quickly and easily. One that removes obstacles, simplifies how your public servants work, helps them collaborate easily, and access the data they need. Put simply, do a better job.

It's a daunting double set of internal and external challenges, but they can be addressed. And for CIOs under pressure to move quickly— and still keep costs down—we've developed a two-track strategy to help unify processes, streamline IT projects and timelines, and drive the kind of efficiency to make a real business impact.



1

SOLVE INTERNAL CHALLENGES

- A. SIMPLIFY DEVELOPMENT WITH EASY-BUILD APPS
- B. CONNECT YOUR ENTIRE IT LANDSCAPE
- C. INNOVATE MORE, WITH LESS

2

MEET EXTERNAL DEMANDS

- A. CREATE SIMPLE, USER-FRIENDLY, EASY-ACCESS EXPERIENCES
- B. IMPROVE TRANSPARENCY
- C. GIVE GREATER CONTROL TO USERS

IT LEADERS' CHECKLIST – ASK YOURSELF:

- A. CAN I FIND A WAY TO BUILD THE APPS WE NEED USING MY EXISTING TEAM?
- B. DO I NEED TO MAKE USE OF WHAT OUR EXISTING SYSTEMS CAN DO TO KEEP COSTS DOWN?
- C. DOES DATA NEED TO FLOW EASILY BETWEEN APPS, PARTNERS AND DEPARTMENTS?
- D. DO I NEED BUSINESS PROCESSES TO WORK ACROSS MULTIPLE DEVICES, EVEN WITHOUT CONNECTIVITY?
- E. DO I NEED A UX THAT WORKS FOR EVERYONE IN SOCIETY?
- F. DO I NEED HEIGHTENED SECURITY CAPABILITIES TO PROTECT SENSITIVE DATA?

TRACK 1: Solve internal challenges

With technology constraints, constant resource challenges — even tight budgets — IT needs to modernize and optimize business processes, take control of enterprise projects, and cut the time and money it takes to create and roll out new apps.

A digital experience platform is an incredibly effective way to do this, meaning you can innovate faster, using fewer resources, costing less, and with lower risk.

Simplify development with easy-build apps

A low-code development platform makes building applications easy — and fast.

- **Gain speed, flexibility, and control**
Low- and no-code features cut development time while giving developers complete flexibility and control of the coding environment
- **Make everyone a developer**
So easy, even novices can build apps in days with very little training. You'll be innovating in no time with the skills and talent you already have
- **Support agile workflows**
Allows developers to deliver continuously to the business and easily scale in line with demand



Connect your entire IT landscape

End fragmentation. The right rapid application development platform fits easily into the existing IT architecture.

- **Break down silos with universal back-end integration**
One single platform unifies your entire application ecosystem. Make everyone a developer
- **Gain anytime anywhere control**
Develop, integrate, and manage enterprise-grade applications and APIs from anywhere, on any device
- **Improve data visibility and availability**
Data and content is available where and when it's needed

Innovate more, with less

Create, manage and re-use APIs throughout the organization without the need for long and costly integration and consolidation projects.

- **Manage and control the complete application life cycle**
Develop, test, deploy, integrate and monitor, all from one platform
- **Become a super-agile organization**
Deliver continuous innovation and easily scale up or down as needed
- **Align IT and cloud strategy**
You're free to experiment with cloud environments to control costs and resources as necessary

The single platform approach is the simplest way for technology leaders and IT teams to deliver business agility. It supports DevOps processes for continuous rapid delivery, creates more integrated capabilities, drives synergy across the enterprise, and paves the way for more effective collaboration between public sector organizations, partners, stakeholders, and citizens. In short, it brings meaningful organizational change.

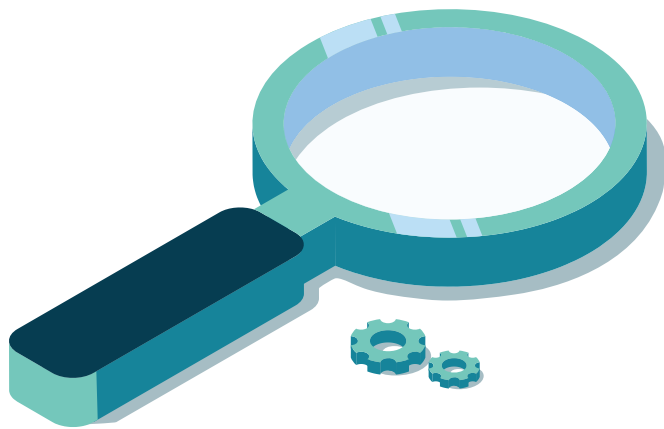
TRACK 2: Meet external demands

As much as public sector organizations need new and agile ways of working, today's citizens need answers, transparency and flexible, easy access to services - on demand and on any device.

The key to delivering on these external demands lies in a fast, intuitive, seamless user experience, and the key to that is easy-build apps.

A modern digital experience platform allows you to design and build any app you like, quickly and efficiently, that works with your existing systems, ensure data flows easily between those who need it, and gives you the peace of mind that comes with built-in security.

- **Create user-friendly, easy-access experiences**
Quickly build and run simple-to-use apps across desktop, mobile, or offline, and guarantee the best user experience at every touchpoint.
- **Improve transparency**
Better apps means your citizens' access to the information they need becomes faster, simpler and clearer
- **Give users greater control**
Citizens can enjoy a personalized, anytime, self-service experience with a customized look and feel, and unified, up-to-date, accurate data.



Innovation and security under one roof

Using this two-track strategy, IT leaders will be able to centralize business processes and systems in a single, secure, and multi-device environment. And that delivers the strong foundation they need to meet both internal challenges and external demands.

The “under-one-roof” environment of a modern digital experience platform helps you replace legacy systems without disruption, and at the right time for the business, while allowing you to streamline and anonymize the IT landscape to the end user. The result is a seamless experience for your public, and internal users can stay focused on their most important priorities.

And in terms of your organization's ever-tightening and ever-changing regulatory requirements, the single platform approach keeps you compliant and keeps your data secure, with the strongest encryption capabilities, single sign-on across multiple architectures, and dynamic support for existing Active Directory categories, authorizations and roles through the entire universe of applications.

Modernization in Action

Neptune Software has helped many public sector organizations in their efforts to create a modern, efficient, digital government. Below are the stories behind just three that made the most of a digital experience platform for faster app rollouts, universal data access, lower operational costs and a better user experience for citizens and public servants.



French Gendarmerie simplifies access to 150 HR apps for 100,000 civil servants

As part of its initiative to modernize and shift to mobile devices, the French Gendarmerie chose Neptune Software to simplify access to its national SAP Human Resources portal, which serves 100,000 civil servants with 150 HR applications.

Delivering fast, mobile-friendly applications to manage personal data, time, leave and travel requirements was key, so the initial focus was on a core set of 25 applications for these functions.

Using Neptune DX Platform to leverage existing SAP infrastructure and in-house ABAP developer capabilities, and integrate them seamlessly with the ABAP backend, the organization quickly rolled out its first mobile app.

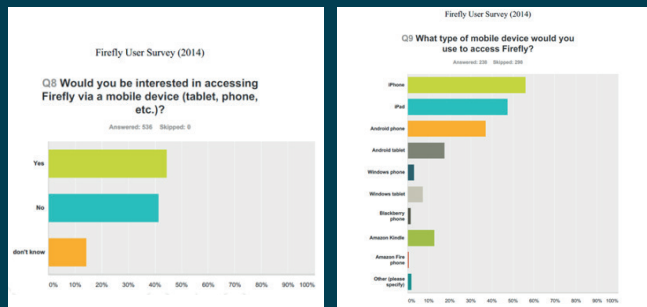
The easy transition means the Gendarmerie was able to cost-effectively streamline and simplify many more of its HR processes, without the need to redevelop existing capabilities – a move that’s been greatly appreciated both by developers and IT.

[READ THE FULL STORY](#)



University of Nebraska successfully overhauls entire online portal

Firefly, the University of Nebraska’s self-service online portal, was falling short of the needs of management and employees who rely on it for business-related information. Internal surveys showed that users wanted to be able to access the portal from their mobiles, but its outdated technology was making this increasingly difficult, and caused frustrations with how it rendered on smaller screens.



Replacing the entire portal was a daunting task. To improve the user experience and availability on mobile devices, the University would need to consolidate over 25 Web Dynpro applications and convert them into SAP Fiori apps. And this needed to be achieved cost effectively, because while the public sector has some of the highest demand for modernization and digitalization initiatives, their budgets are usually very tight - and the University of Nebraska was no exception.

Using Neptune DX Platform the University not only accomplished everything it needed to achieve in less than a year, but it went live to all its 30,000 users with just five developers on the project. To date, feedback on the new Firefly has been overwhelmingly positive.

[WATCH THE FULL STORY UNFOLD](#)

Want more success stories? Read other European-wide case studies, including the Danish Defense Force, French Army, USDA, Enfield Council, the Department of Conservation, and the City of Stuttgart on [our website](#).



Mobilizing inventory processes at New Zealand Defence Force

Mobilizing the inventory process at the New Zealand Defence Force (NZDF) was just one element of the organization’s ongoing efforts to create a connected and empowered mobile workforce.

Working with SAP Partner Zag and using Neptune Software’s DX Platform, the NZDF has not only been able to modernize and optimize its processes and interfaces, but it’s also created a user-friendly, self-service portal that employees can access on any NZDF-approved mobile device.

And by streamlining and automating inventory processes such as armoury stock-take, it has substantially improved data quality, while other processes that used to take several hours now take seconds. As NZDF ERP architect, Robert Baines put it, “this is going to revolutionize how our business does business.”

The NZDF is now looking to expand its automated inventory processes across many more areas.

[READ MORE ABOUT THEIR APPROACH](#)



A MODERN DIGITAL GOVERNMENT FOR A BRAVE NEW WORLD. HOW NEPTUNE SOFTWARE **CAN HELP**

Neptune Software supports more than 550 customers around the world, addressing their organizational challenges and delivering on their digitization goals with an any-cloud, API-driven rapid application delivery platform.

Leveraging our experiences cross sector, and in government and public sectors specifically, we can help technology leaders start or evolve their approaches and provide good reference points leveraging both our own knowledge and that of our ecosystem of current customers, consulting and software partners.

Book a discovery chat

This paper should stimulate some ideas, or even raise some questions. We're here to help with your journey to a modern digital government, so if you want to find out how we can support you, get in touch and [let's talk](#).



ABOUT NEPTUNE SOFTWARE

Neptune Software is a global company with more than 550 customers and 2,000,000 end-users that is dedicated to empowering enterprise IT teams with a single digital experience toolset from which to drive fast, critical results. Neptune Software helps accelerate your enterprise application development projects and realize your digitalization strategies—all to increase employee satisfaction, productivity and business efficiencies. Neptune Software and its modern rapid application development platform (Neptune DX Platform) lets you overcome even the most daunting IT landscapes, in whatever way suits you, to quickly enable users with leading-edge apps that change the way they do business.

Visit our website at: www.neptune-software.com