

... The connected government

Putting citizens first in public service

A citizen-first vision

In a truly connected government, citizens are at the heart of every service. They want to be heard, understood, and supported. It's more than just fast responses, it's about a single process for all their requests, available through multiple channels and tailored to their personal needs. By using data smartly, governments can proactively respond to individual rights and responsibilities. The result? More efficient processes, greater ease for citizens, and renewed public trust.

Key challenges:

- Fragmented processes and systems hinder citizen-centric service.
- Poor links between data, legislation, and regulation.
- Digitisation without strategy leads to fragmentation.

Moving towards a future-ready government

With years of experience in public sector digitalisation and a deep understanding of government operations, Sopra Steria stands for partnership. We believe in working closely together with shared ownership and an integrated mindset. Whether it's strategic advice, process optimisation, or IT renewal, we support every step of your journey.

Collaborating for meaningful change

Sopra Steria's **Total Experience Management (TXM)** helps governments transform into connected organisations.

Our approach focuses on:

1. **Improving interactions and workflows:** Identify and enhance the moments that shape both citizen and staff experiences.
2. **Flexible architecture:** Build adaptable and scalable services using **Composable Enterprise Architecture**.
3. **Modern digital channels:** From omnichannel platforms to advanced chatbots and smart search tools that boost accessibility and increase ease of use.
4. **Agile transformation:** Work in short, iterative cycles with **High Performance Teams (HPTs)** to deliver quick results and ensure continuity.
5. **Organisational development:** Equip staff to work data-driven and citizen-focused, aligned with shifting needs.

Time to take the next step in citizen-focused public service

Ready to build a government that truly makes a difference? Let's talk about how to align your processes and technology. **Reach out via our contact form** and we'll get in touch.