Time Savings for Government Workers

Create one portal and streamline service delivery both intra and inter agency

Access these servicenow products for 6 weeks:

- Employee Center Pro
- Automation Engine
- Performance Analytics
- Integration Hub
- Public Sector Digital Services

What You Get

Less time spent on internal service delivery with a centralized, self-service solution.

Outcomes

☑ Enhanced Employee Experience

- Single, unified portal for all government services, polices, and resources
- Self-service capabilities with AI-powered virtual agents for quick resolutions

☑ Increased Efficiency & Productivity

- Automation of repetitive, manual tasks to free up employee time
- Streamlined approvals and workflows with low-code/no-code automation

☑ Improved Service Delivery & Responsiveness

- Faster issue and case resolution with automated routing and escalation and predictive intelligence
- SLA tracking and performance analytics to measure service efficiency

☑ Data-Driven Decision Making

- Real-time dashboards and reporting for workforce insights
- AI-powered analytics to identify trends and improve services

How it Works

☑ **Step 1**

Intact works with you to **design, build, enable, and integrate** a solution that derives the most valuable outcomes. Our build includes:

- **Maturity Assessment** to determine best achievable outcomes.
- **Initial workshop** to engage and align stakeholders to goals.
- **Deployment** of each of the products included in this suite.
- **Exception-based design** around Intact pre-built integrations and workflows that centralize services for employees.
- **Agile builds** focused on centralizing and automation services for employees, process adoption and improved experiences for government workers.
- **Process measurements** (SLA's and analytics on process efficiencies).

☑ **Step 2**

After 6 weeks:

- You have a **foundation for a long-term permanent solution**, but the products are disabled and ready for purchase if desired with data preserved.

Offering Price

Cost Visibility

150K – 200k

Disclaimer: The price will not exceed the range provided but may vary within it based on agency-specific requirements, complexity, and scope of implementation.

This solution is part of the Government Transformation Suite (GTS) offering.