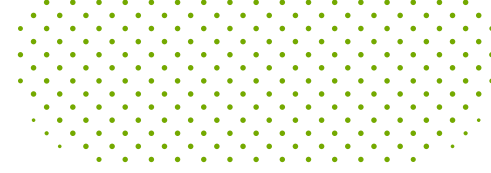


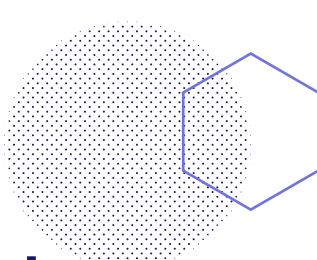
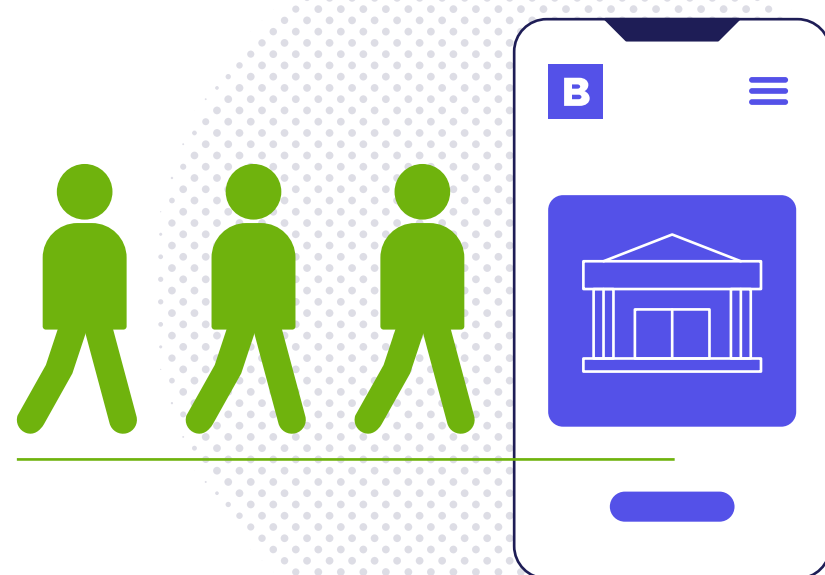
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# How to **digitally transform** government and public sector services now



In today's world, we face both the opportunities and challenges of **powerful and emerging digital technologies** that have driven many businesses to make radical shifts, even being able to offer more online services.

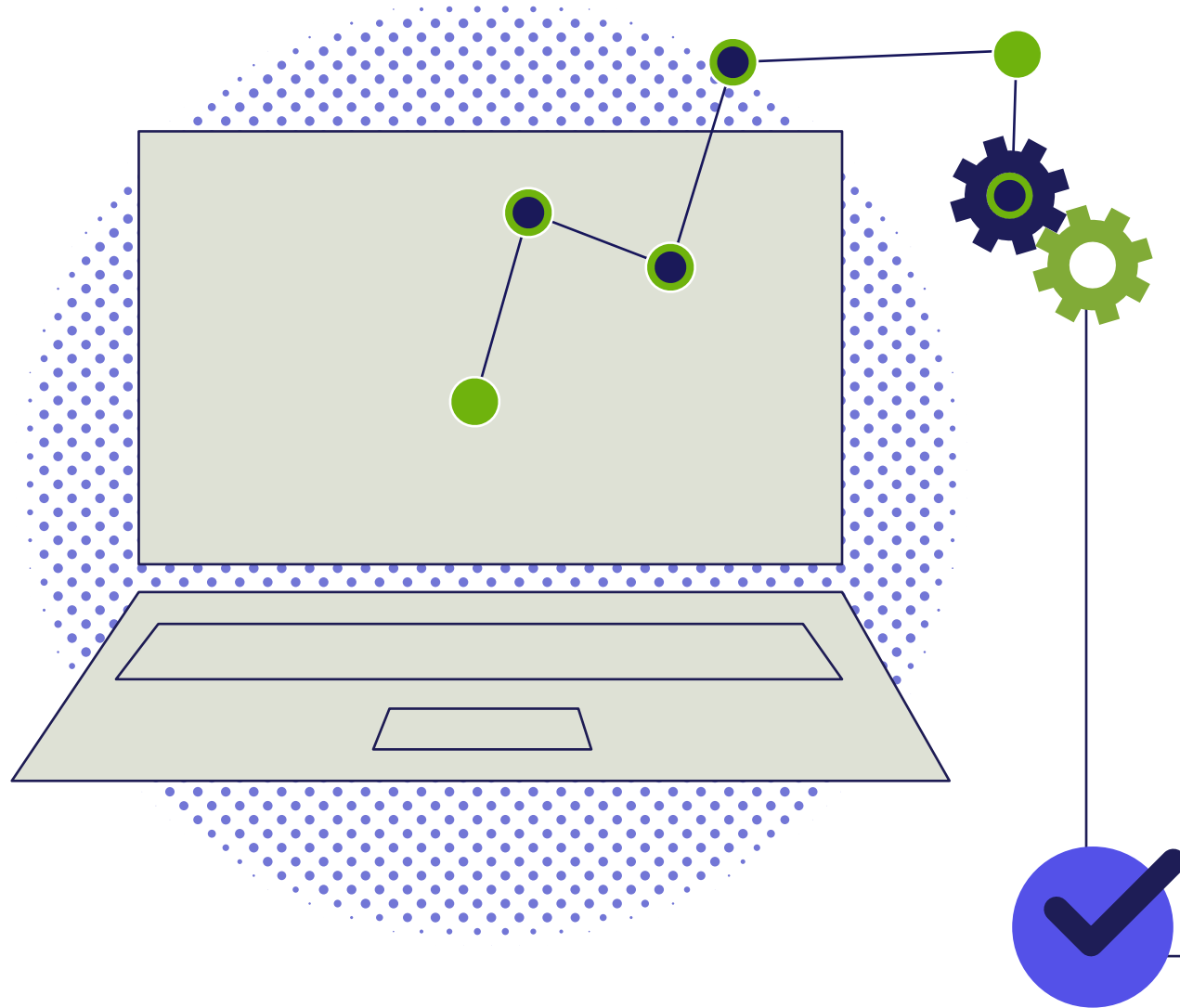


The **public sector** has not remained clueless about these changes, so in the following slides, you'll learn what strategies need to face digital transformation.



## Strategy 1

# Ramping up AI and vision-based automation



As demand soared during the pandemic, governments used automation tools to **provide faster service and reduce human workload.**

**AI-powered** virtual assistants, chatbots, and "virtual doctors" helped governments provide a quicker COVID-19 response by answering citizen queries, tracing contacts, and overcoming language barriers.



## Strategy 2

# Cloud Computing



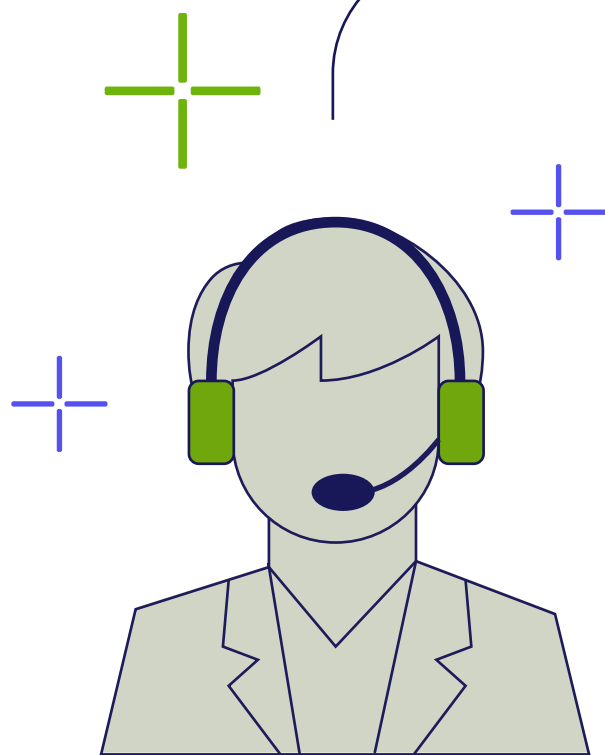
This system provides access to a shared network hosted on the internet to store, manage, and process data creating a 360-degree view of the customer experience.



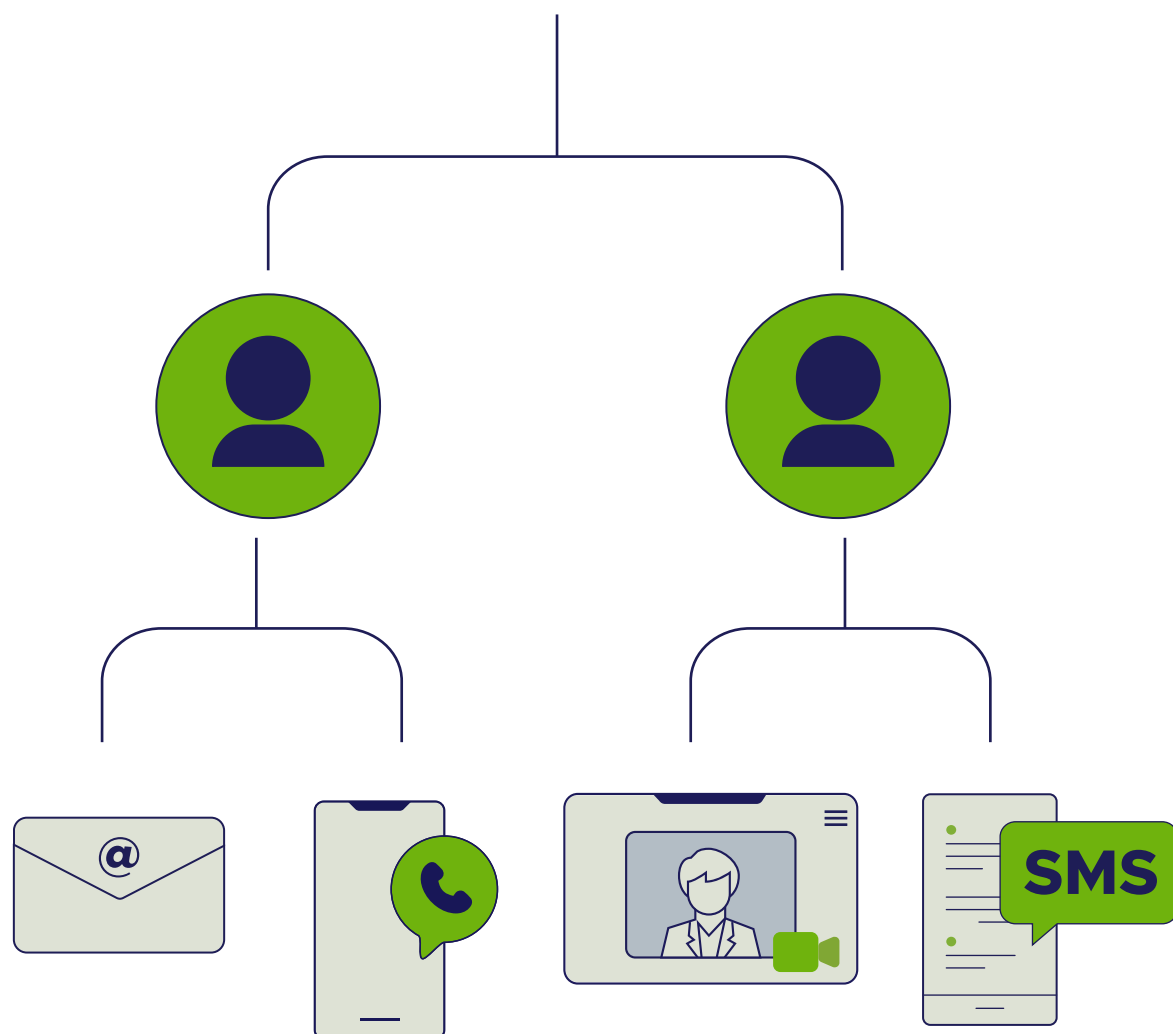
Organizations that take advantage of cloud technologies offering "**ACF Technologies**" solutions like queuing and appointment booking find themselves saving on implementation and management.

## Strategy 3

# Supporting digitization services



Digital transformation has helped the government change its entire public investment methodology and enabled them to make **clever public investment ideas** using public policies and regulations in the sector.



The platform allows **access to the institution's communication channels**, improving appointment request systems and online forms. With these solutions, more and more people will be able to use digital tools even from the most remote locations.

## Comparing RPA implementation

The Romanian Ministry of Labor used **robotic process automation (RPA)** to distribute direct payments to self-employed workers impacted by COVID-19.

**285,000**

claims processed

**96%**

were automated

**36**

seconds

Instead of 20 minutes when processed manually.

## CONCLUSION

At **ACF Technologies**, we want everyone in the public sector to have fast, transparent and efficient experiences.

For this reason, we offer different solutions such as appointment management, queue organization, process automation, and video call management, among others, to transform the way citizens connect with this sector.

