

# Microsoft for Government

Using technology to  
help solve society's  
biggest challenges



# Technology opportunities within Government agencies

The evolution of technology is rapidly transforming all fields and industries across the globe, including governments. Leaders across agencies and departments must understand these trends and evolve. Digital and cloud technology play a critical role in enabling governments to continue serving their communities successfully in these changing times.



Governments today face a myriad of challenges, including:



**Cyber threats and security:** Today's cybersecurity threat landscape requires resilience and agility from governments. They need comprehensive solutions to meet changing demands.



**Establishing digital trust:** More people access government services via phones, tablets, and computers. Agencies must secure data and build trust, while ensuring equitable access.



**Data sharing and collaboration:** Departments need to securely share data and collaborate across agencies. Unlock data-driven insights with access to multiple data sets and better analytics.



**Hybrid work models:** Government employees need hybrid work solutions that accommodate varied scenarios and enable consistent, reliable access to data and systems.



**Efficiency:** Governments need to optimize IT and program budgets. Employees need tools and resources to automate processes, improve productivity, and meet sustainability goals.



**Skilling:** Innovative technology enables governments to attract talent, accelerate education, and hone skills to engage and retain employees.

## How Microsoft can help:

With a foundation of security, privacy, and trust, Microsoft empowers Governments to deliver inclusive programs, transform operations, and enable thriving communities. Together with our global partner network, we help accelerate the digital transformation of government agencies with our deep commitment to innovation.

As a technology leader, Microsoft strives to deliver innovation in programs and experiences, empower the government workforce, transform government operations and services, secure data, and protect resources worldwide.

In this e-book, we'll share four key areas where technology can help empower governments to solve society's biggest challenges.





## Addressing the gap with technology

Governments face many complex and unique challenges as they work to modernize. At Microsoft, we see the following four areas as crucial to digital transformation and enabling governments to effectively and efficiently serve their communities.





## Deliver innovation in programs and experiences

People expect efficient and accessible programs and experiences from government agencies. As more public services become digitally available, innovative technology solutions can help make these programs and experiences accessible, personalized, and reliable. With an uncompromising approach to security and privacy, your organization can drive increased public engagement, build trust, and facilitate equitable access to vital programs and services.



## Technology around the world: [Canada](#)

The City of Kelowna wanted to provide more services 24 hours a day without increasing costs. With AI and cognitive search technologies, they successfully created a system that provides accurate, targeted answers to citizen questions that might be time sensitive or dependent on specific bylaws. AI is multiplying the city's workforce—with a focus on citizens. City leaders expect more services to adopt similar AI solutions soon.





## Empower the government workforce

People are at the core of government agencies. Technology can help meet the needs of the workforce by improving engagement, streamlining workflows, and empowering individuals. Governments can enhance collaboration across agencies with solutions that enable secure, dynamic communication and support a hybrid workforce.



## Technology around the world: [Italy](#)

Inail, a government entity that serves Italy's workers, wanted to simplify access to its services and support citizens remotely. Working with Microsoft, they built an intuitive online app to help citizens quickly and easily connect with Inail employees. Since the launch, no citizen who has made an appointment online has needed a second appointment. This app has reduced the costs, labor, and time spent resolving cases.





## Transform government operations and services

Legacy systems are often slow, complex, and vulnerable. Government agencies can benefit from digital transformation in a front-end and back-office perspective to increase resilience and improve sustainability. Incorporating innovative tools and services can help streamline repetitive processes and workflows and uncover meaningful data insights. Using cloud solutions can help build a strong, digital foundation that drives organizations into the future.



## Technology around the world: [Qatar](#)

Qatar's public transportation company, Mowasalat, needed to digitize to better maintain and operate its growing fleet. With Azure and Microsoft 365, they created scalable solutions to connect drivers and supervisors while also improving efficiencies. The company now has live data visibility that enables fast decision-making and provides a better understanding of challenges employees face in the field.





## Secure government data and protect resources

Governments have heightened needs related to security. People expect privacy and security from their governments. Agencies need to protect personal data and mission-critical data. Employees need to securely collaborate across teams, departments, and agencies—ensuring information goes only to the right people. It is critical that the security ecosystem remains compliant and secure.



## Technology around the world: [South Australia](#)

The Government of South Australia wanted to empower over 109,000 public sector employees with new services, tools, and offerings. Leveraging around-the-cloud assistance and expert guidance from the Microsoft Unified Support team, they enhanced their security posture, boosted collaboration, increased efficiency, and promoted resiliency across their systems—all to better serve 1.7 million citizens.





# Why Microsoft for Government

Microsoft understands that government is a complex industry. Your work is critical and crucial the people you serve. You are tackling big problems, and we have the solutions and innovation to help you meet your goals across different technologies.



## How Microsoft supports Government:



### **Unmatched security and cyber-resilience:**

We earn and sustain our position as a trusted security leader by developing, implementing, and maintaining a comprehensive security platform. Customers control their data in the cloud, and we offer full compliance coverage.



**Expertise:** With over 40 years working with government agencies, Microsoft is consistently recruiting government industry experts with extensive insider experience. Additionally, our rich partner ecosystem has the expertise for your unique challenges.



**Comprehensive, integrated cloud solutions:** Our end-to-end, secure cloud capabilities cover hybrid, on-premises and off-premises, and the edge. Flexible business applications can support your core processes to help you deliver economic, social, and environmental outcomes.



**Environmental, social, and governance commitments:** Our accessibility, environmental, and inclusion efforts touch every corner of the company and are as important to us as the communities we serve. These commitments are built into our products and services, not bolted on.



## Microsoft for your agency



### How Microsoft aligns solutions to your agency's unique challenges:

Government operations & Infrastructure:  
Delivering resilient and secure technology  
in an increasingly connected world.

Public Safety & Justice:  
Empowering agencies. Improving  
operations. Protecting communities.

Public Health & Social Services:  
Creating opportunities for safety, wellness,  
and prosperity around the globe.

Public Finance: Reigniting  
the economy and drive  
financial accountability.



We understand the impact that technology has on the future of governments. With so many complex factors, digital transformation can be an arduous and daunting process. The benefits of modernization and the cloud are worth the journey. A robust digital platform and expert support can help your organization drive success—empowering you to serve people, solve problems, and achieve your desired outcomes.

## Want to learn more?

Visit the [Microsoft Government Solutions](#) page for more details on how our technology can support you.

Learn what our experts have to say and visit the [Center of Expertise](#) for articles, podcasts, and other thought-leadership pieces.