



Client story

Public sector innovation

Keeping citizens connected and secure with reliable digital self-services

Objectives:

- Connect thousands of citizens with a wide range of services they need from their government
- Exceed growing expectations for digital self-services, mainly as people increasingly use high-quality services from consumer businesses in their everyday lives
- Manage increasing expectations of citizens and employees to interact with government agencies like their online interactions with businesses
- Reduce costs related to software and technology infrastructure and gain the ability to quickly scale up applications and services as needed to meet citizens' needs

Solutions:

- Implemented [Unisys Enterprise Applications](#) Software-as-a-Service (SaaS) turnkey solutions for hosting, platform management and support. Other solutions include [Unisys Next-Generation Service Desk](#) and business financial management
- Developed configurable components to meet unique business requirements
- Adopted an Agile delivery approach and embraced Agile processes and best practices to provide transparency and allow for quick pivoting with changing business requirements

Results and benefits:

- Implemented new digital access channels for citizens and businesses
- Optimized ROI and service levels for enterprise and business applications
- Reduced costs and improved speed of service delivery
- Mitigated risk through the implementation of security, privacy and compliance safeguards
- Supported 13,000 registered and anonymous users, handling close to 2 million queries per month
- Collected more than US\$50 million in government revenue annually through online services

Supporting the digital government services behind everyday life

Government services impact many aspects of our lives. Yet, many of our interactions with government agencies occur in digital spaces through online portals, mobile apps and self-services. This means that when government systems crash, the impact on citizens' daily lives and access to essential services can be significant. In addition, citizens' expectations of digital government services are also growing. People interact with consumer brands more and more every day. People have seen how fast, easy and secure consumer self-services can be, and they expect the same — if not more — from government agencies.

Recognizing these challenges and opportunities, forward-thinking governments are taking proactive steps to enhance their digital services.

A large government organization set out to exceed citizens' expectations. By upgrading the software behind some of its most critical digital experiences, the organization hoped it could make these experiences faster, smoother, and more secure.

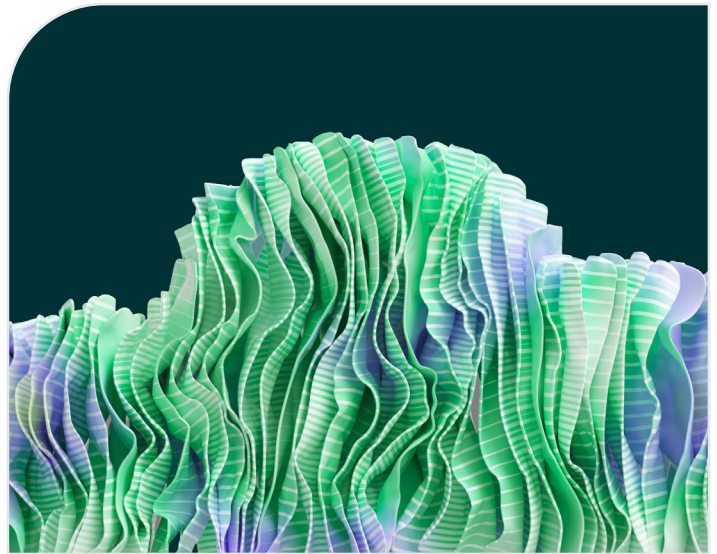
Developing secure services at scale with Unisys

To modernize its digital self-services and meet citizens' growing demands, the organization chose Unisys as its software provider and partner. Unisys collaborated with several public sector agencies to enable secure electronic access to government services and information for third-party clients and citizens.

Application modernization solutions from Unisys would become the new digital core for the organization's systems.

Taking an Agile approach to digital transformation

Unisys' delivery and support teams adopted an Agile delivery approach and embraced Agile processes and best practices. This approach allowed for greater flexibility, faster implementation and more responsive development to meet the organization's and its citizens' changing needs. It also significantly improved delivery transparency, allowing the agencies and Unisys to pivot quickly with changes in business requirements.



The agencies took advantage of Software-as-a-Service (SaaS) turnkey solutions from Unisys for hosting, platform management and support, service desk support and business financial management. The online services components are fully configurable to meet the agencies' unique business requirements. These SaaS offerings help the agencies scale up and down quickly to meet citizens' fast-changing needs.

Connecting with citizens and businesses in new ways

Unisys' solutions created new digital access channels for citizens and businesses. It improved how people connect with government agencies while introducing new ways to tap into citizen-facing services.

Working with Unisys, the agencies optimized their ROI on the solutions and boosted service levels for enterprise and business applications while cutting costs and improving the speed of service delivery. Unisys helped mitigate risk by implementing security, privacy and compliance safeguards.

As a result of this digital transformation, the organization has significantly improved its service delivery, citizen satisfaction and operational efficiency while also ensuring robust security and compliance.

To explore how Unisys can help you modernize your digital services securely, [visit us online](#) or [contact us](#) today.

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