

BRING THE BACK OFFICE TO THE FOREFRONT OF GOVERNMENT INNOVATION

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If you use the phrase “back-office transformation,” people will probably assume you’re talking about increasing the speed, efficiency and productivity of transaction processing or compliance activities.

If you describe the government back office as a “center of innovation,” they actually might question your sanity.

Yet in the digital world, government’s back office has not only an opportunity but an imperative to become just that – a center of innovation that supports ever-improving citizen services.

Becoming a center of innovation requires the back office to do more, at quality and speed, with less—but it also requires a renewed focus on its true mission and purpose.