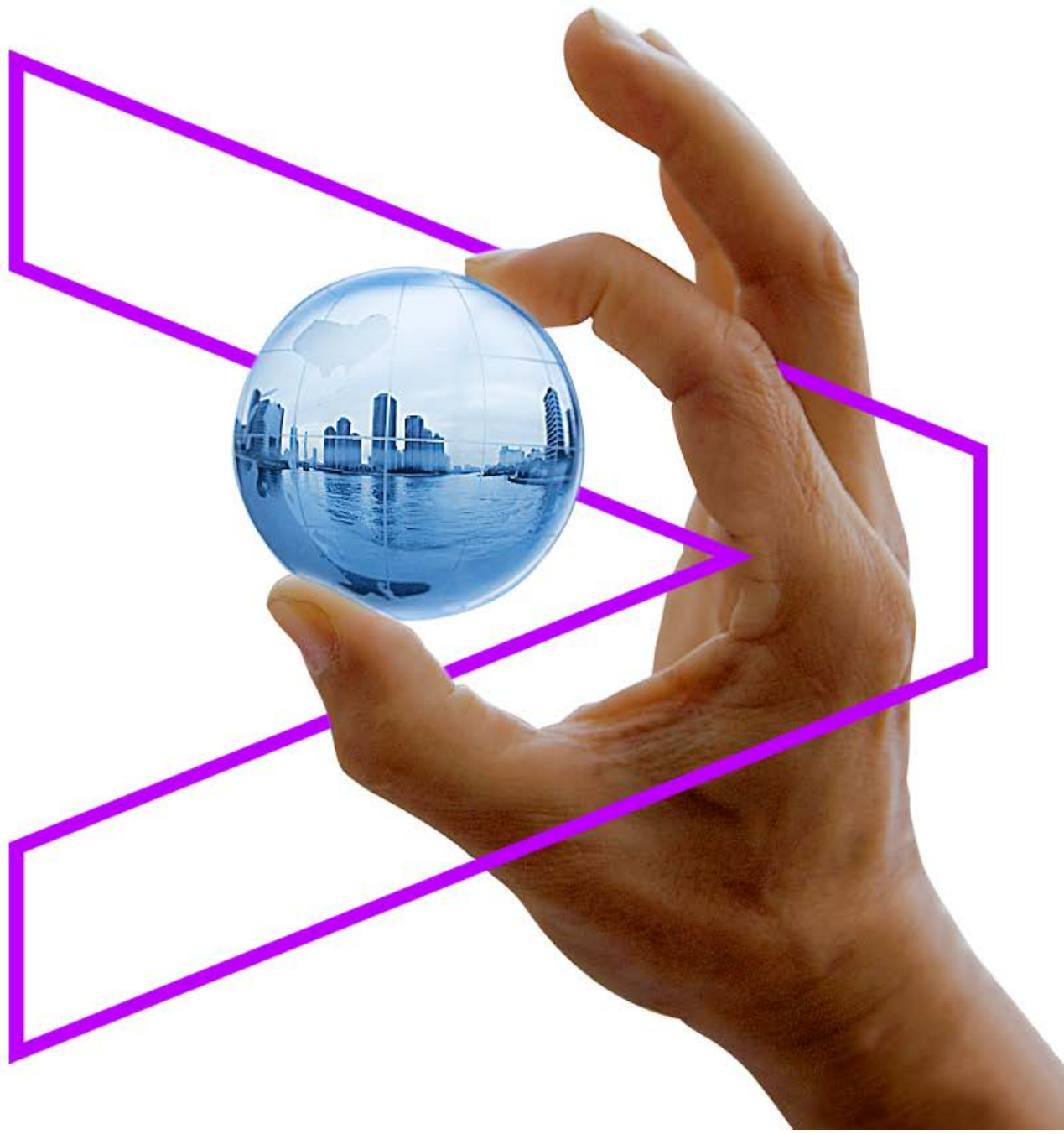




THE FUTURE OF GOVERNMENT BACK OFFICE OPERATIONS

Video Transcript



Citizens expect more from government.

85% expect government digital services that are \geq the private sector¹

How can government back offices keep up?

Managed, cloud-based services + robotics + artificial intelligence

It's already happening:

By 2020

50% of ERP spending will be SaaS-based and underpinned by hybrid modernization strategies²

Of organizations who have invested in AI, 50% say the results met or exceeded expectations³

One European government is using AI to answer 95% of help desk questions

Emerging technologies can Transform the Back Office into

a Center of Innovation

with FEWER redundant tasks

MORE innovative, creative problem-solving

INCREASED employee engagement

and IMPROVED citizen services

¹Accenture Public Services Pulse Survey, Digital Expectations, 4/2016

²Gartner, Forecast Overview: ERP Software, Worldwide, 2016 (pub. Oct. 11, 2016)

³Forrester: Artificial Intelligence: A CIOs Guide to AI's Promises and Perils, January 9, 2017

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