THE FUTURE OF GOVERNMENT BACK OFFICE OPERATIONS

Video Transcript
Citizens expect more from government.

85% expect government digital services that are ≥ the private sector\(^1\)

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 strategies\(^2\)

Of organizations who have invested in AI, 50% say the results met or exceeded expectations\(^3\)

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

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\(^1\)Accenture Public Services Pulse Survey, Digital Expectations, 4/2016


\(^3\)Forrester: Artificial Intelligence: A CIOs Guide to AI’s Promises and Perils, January 9, 2017

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