Informatica

Brochure

Transform State and Local Government Agencies with Intelligent Data Management

Maximize Data Value and Democratize Access Using Flexible Solutions from Informatica

Meet Your Mission and Improve Service Delivery with Trusted Data

During the pandemic, state and local governments learned how data-driven analysis and insights helped them understand constituent needs and better serve citizens. Using accurate, clean, and complete data, leading agencies were able to track virus trends, offer vaccine and testing services, and drive faster, more confident decision-making.

Lessons learned from the crisis led many government agencies to realize the value of data to meet other public missions. Forward-looking organizational leaders are now leveraging momentum gained to improve managing and governing their data for enhanced internal operations and modern public services. They are also embracing predictive models, artificial intelligence (AI), and supporting the modernization of legacy systems.

Too often, agency workers manually gather data, spend many hours managing huge files, and struggle to access the right data in a timely way. Administrative and tactical teams need both trusted data and intuitive tools to infuse the power of data into their day-to-day workflows. These organizations also need to integrate disparate, legacy data sources—including property records, citizen requests, community services, HR, and budget information—into a single, trusted enterprise view.

By modernizing the data infrastructure and establishing an organization-wide integration and governance strategy, agencies can bolster employee confidence in data and foster a culture of service and innovation.

NYC HEALTH + HOSPITALS

"Trusted data has never been more important – it's helping us drive a transformation in health outcomes and administration."

— Alexander Izaguirre, PhD, Chief Data Officer, NYC Health + Hospitals

Top Technology Challenges for State and Local Governments

State and local CIOs must deal with unique trends and concerns as they transform their agencies, including the following.

Online Experiences Drive Citizen Satisfaction

In a recent Traversant Group survey, 74% of state CIOs said they are expanding digital services to deliver better online experiences for citizens and agency employees.[1] Providing a single digital data source helps increase citizens' information access while allowing workers to provide faster, more comprehensive service.

"By using Informatica for integrated data quality, we're better able to see the larger stories that our data tells and work with our partners to create happier, healthier communities."

— Peter Battistel, CTO, 2-1-1 San Diego

Legacy Modernization Continues

Out-of-date government systems cannot meet today's business needs—and they can create significant, dangerous vulnerabilities. Some agencies are moving to the cloud to quickly overcome these challenges. And many states are deploying low-code and no-code technologies to enhance their system modernization efforts.

New Infrastructure Spending Demands Coordination, Tracking, and Auditing

The passage of new infrastructure spending legislation in the United States and Europe pressures state and local agencies to ensure that taxpayer money is responsibly budgeted, allocated, tracked, and audited. With complex projects such as highway and bridge repair, smart cities, and traffic control, organizations need solutions to aggregate, clean, catalog, govern, and master their data.

Emerging Technologies Help Agencies Deliver Innovative Service

The public expects CIOs to deploy technology solutions that help agencies communicate, respond to change, and engage with citizens. Agencies are increasingly deploying:

- Chat or virtual agents for online citizen service inquiries
- Predictive analytics that automatically detect fraud, waste, and abuse
- Mobile apps that support disease contact tracing and exposure notification
- Real-time analysis, yielding actionable data that improves situational awareness
- Ethical AI to support proactive yet compassionate law enforcement
- Secure, intuitive data access and web-based external services for employees working from home

[1] https://www.traversantgroup.com/blog/top-5-nascio-survey

Powerful Data Management Solutions Deliver Critical Value

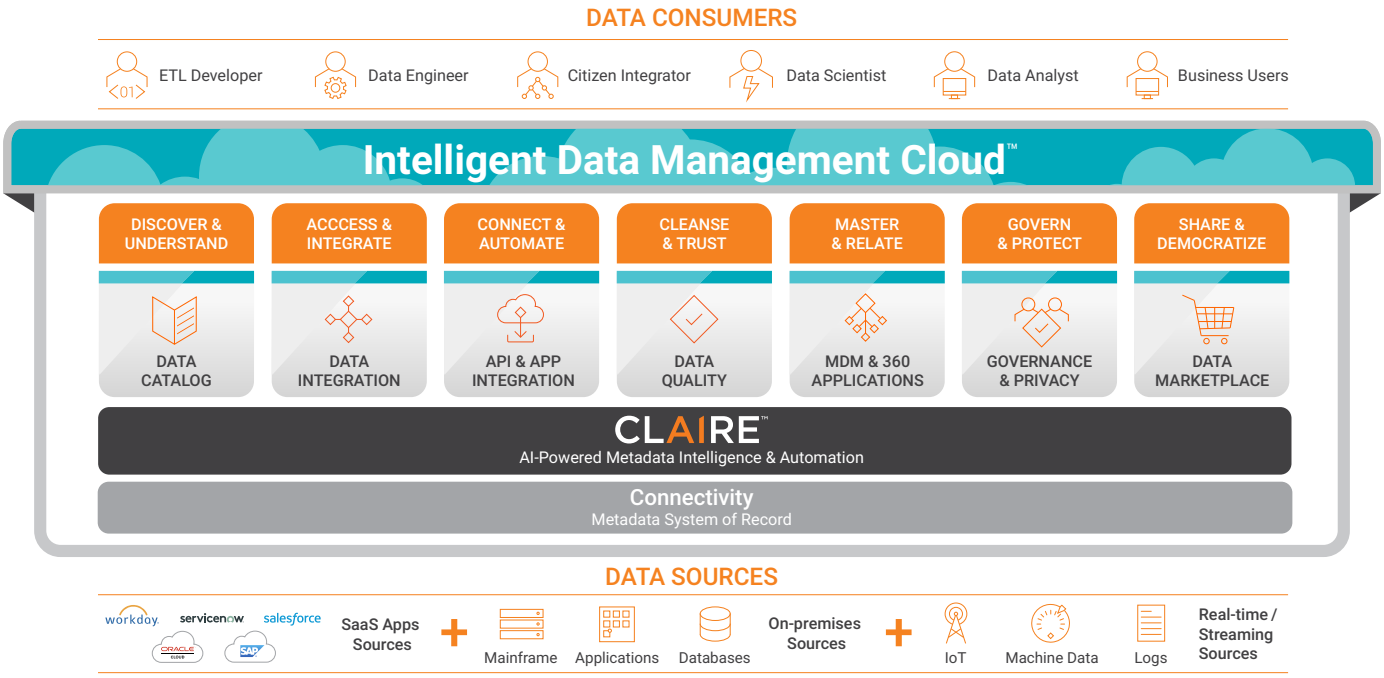
Whether your agency's solutions are in the cloud or on-premises, Informatica helps you benefit from intelligent data management. Using our AI-powered, microservices-based solutions, your agency can become data-driven, develop more innovative services and offerings, and deliver exceptional customer experiences.

Informatica solutions help you:

- Increase workforce productivity by empowering governed, trusted, self-service access for all data consumers
- Boost cost effectiveness by operationalizing AI models and improving their accuracy with high-quality, authoritative, and trustworthy data
- Enhance operational efficiency by simplifying and streamlining business processes and agency workflows
- Reduce regulatory risk by ensuring the accuracy and protection of sensitive data
- Increase agility and resilience by enabling a 360-degree view of relationships between citizens, services, and partners

Informatica Intelligent Data Management Cloud

Informatica Intelligent Data Management Cloud (IDMC) is helping state agencies modernize with an AI-powered, end-to-end data management platform. The solution is independent and technology-neutral, allowing you to share, deliver, and democratize data across your organization. This comprehensive solution helps you reimage and define how you manage data and use it to support innovation.



Flexible Capabilities Match Your Requirements

Using data management solutions from Informatica, you can start with a single tool and grow at your own pace. As your practice matures, you can flexibly add capabilities that support data governance and execution, data architecture, data quality, metadata management, reference and master data management, decision support, and data access and security.

Unlike other vendors, Informatica works with both cloud-native and on-premises IT systems. Our solutions accelerate the development and deployment of your new data management projects, no matter which legacy solutions you're using.

Learn More

Discover how Informatica solutions can transform your agency with intelligent data management.
Visit www.informatica.com/public-sector.

Informatica

Worldwide Headquarters 2100 Seaport Blvd., Redwood City, CA 94063, USA Phone: 650.385.5000, Toll-free in the US: 1.800.653.3871

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