HCLSoftware

Create a Total Experience:
Solutions for Government Agencies

Government organizations need to redefine the possibilities of the constituent and employee experiences they deliver. Agencies are modernizing to comply with federal requirements, which mandate the provision of direct lines of constituent engagement and feedback. To meet this challenge, agencies must break down data silos and deploy automation in place of manual tasks.

This type of transformation is challenging. Homegrown or legacy solutions hamper performance, and a lack of integration across applications prevents frictionless experiences. IT departments must embrace a low code/no code approach to app development unifying cross-functional teams and deliver drag and drop tools for employees for collaboration and better work results.

HCLSoftware is in a unique position to assist. We have a history of successfully building, customizing, and implementing digital transformation initiatives that improve the quality of the experiences delivered by federal and state government organizations.

Deliver the Benefits of Digital Transformation

Government employees and citizens have come to expect the same frictionless interactions they gain from the private/commercial sector, such as well-integrated, intuitive mobile- and web-ready applications.

Achieving these goals requires the right capabilities and solutions, including:

- The ability to securely connect to all data sources
- Application programming interfaces (APIs) integrated with best-in-breed applications to create front-end digital experiences best suited to agency requirements
- Easy to use and manage flexible tools, which also enable scalability
- Cloud-native solutions to speed integration with the hyperscaler of your choice, or can be hosted in a private, secure environment
- Integrated security to mitigate modernization risks and provide adaptability for new threats

Transform with the Right Solutions

Achieve Total Experience success in multiple areas with a robust foundation from HCLSoftware to tie together all the right tools and capabilities. We provide comprehensive solutions satisfying mandates and deliver engaging constituent and employee experiences.

Government agencies use the **HCL DX** platform to integrate disparate applications, user registries, and other data — enabling seamless front-end interactions for citizens and employees, while streamlining backend IT management. It is cloud-native to serve your employees, citizens and partners and to deliver the functionality and stability they need and expect.

HCLSoftware by the numbers:

- A $1.4 billion enterprise software business

- 19 innovation centers

- 20,000 clients globally

- 25+ years of experience working with federal agencies

- Solutions supporting over 100 operating systems and applications

Across industries, organizations utilize **HCL Volt MX** to build innovative experiences for their customers, employees and partners. Application development is at the heart of the citizen-centric government institution, and this platform is a comprehensive low-code/no-code platform, designed for universal use across professional skill levels. It simplifies app development, enabling both technical experts and non-technical business users to efficiently build and deploy applications in a controlled environment.

HCL Domino is widely used in government and has continued to evolve and meet the customer-centric needs of modern organizations. Domino is a secure collaborative app development platform, as well as mobile and web-ready. Agencies can do more with their existing applications and preserve the value of their current IT investments with this powerful solution.

Solutions and Capabilities Addressing Digital Transformation Objectives

	Primary Challenges	Functionality
IT Management	Data silos create IT complexity Disconnected processes cause manual, repetitive work and can create security risks	Platform with APIs for best-in-breed apps integrate data across apps, user registries, and data silos Automation streamlines processes, and self-service functionality to optimize IT help desk/support
Constituent Experience	Legacy or homegrown solutions may cause slow app performance, causing constituent frustration Lack of personalization and integration across apps causes citizens to enter info multiple times	Modern app development platform with low code/no code eases app modernization Modern development platform unifies cross-functional teams and apps for easier integration and customization to address specific personas
Employee Experience	Users require frictionless – yet secure — access to apps and data Lack of integrated apps slows productivity	Drag-and-drop tools enable users to easily build apps to solve problems, get work done faster, while IT retains control and security A modern platform with APIs connects the apps employees most use to improve collaboration

Why Choose Us

HCLSoftware is expertly positioned to digitally transform and provide citizen-centric digital experiences for government institutions. Our products and services have been in use for decades, and have already transformed the IT environments of governments, both global and domestic. We constantly innovate and incorporate customer feedback to remain at the forefront of cybersecurity and digital transformation requirements.

Discover how HCLSoftware can modernize your agency, satisfy performance mandates and better address employee and citizen requirements.

Visit hclfederal.com or email us at info@hclfederal.com for more information.

About HCLSoftware

HCLSoftware is a global leader in software innovation and the software division of HCLTech. We develop, market, sell, and support transformative solutions across business and industry, intelligent operations, total experience, data and analytics, and cybersecurity. We deliver best-in-class software products that empower organizations to achieve their goals. HCLSoftware serves more than 20,000 organizations, including a majority of the Fortune 100 and almost half of the Fortune 500.

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