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GOVERNMENT SERVICES CENTER

Powered by ServiceNow Customer Service Management and Public Sector Digital Services

Governments do not have a way to effectively engage digitally with constituents and businesses. To address this need, Deloitte has launched the Government Services Center, a PaaS-based product hosted on ServiceNow's Public Sector Digital Services SKU, and designed specifically for government use cases that provides preconfigured and optimized external portal capabilities that comes loaded with features out-of-the-box. By using Government Services Center, our clients can more effectively and rapidly digitize services while reducing cost and complexity. By pairing the latest PSDS product offering from ServiceNow with Deloitte's GSC accelerator, the result is an already mature, and market ready digital government toolset designed to tackle the toughest challenges in the marketplace. Best of all, GSC extends CSM and PSDS structure and functionality to deliver a truly compliant solution.

Solution Features

Deployment Acceleration & Cost Reduction

Government Services Center is configured in a way that is modular, scalable, and layered with accelerators such as the GSC Factory, IntegrateNow, and logical pre-built connectors for integration needs, reducing deployment cost and time to value.

GSC's iterative design philosophy allows for continuous platform and application improvements while maintaining scalability and transferability of the solution.

Human-Centered Design

Government Services Center was designed from the ground up to facilitate the constituent experience.

Leveraging core HCD principles, GSC provides users with an experience that guides interaction with design elements, gamification, and conversational questions.

Generative AI

GenAI is at the heart of Government Services Center, building on the features found in the Vancouver release, Deloitte is continuing to advance capabilities of the toolset by activating even more AI-focused plugins, further enabling the reduction of fulfillment cost by automating non-critical functions, freeing fulfillers from mundane tasks and enabling them to focus on being decision makers.

Safety and Cyber Security

GSC has been intentionally built using configuration methods, common data models, and access and security standards that ensure safe and sustainable usability within a variety of environments including ServiceNow's FedRAMP high GovCommunityCloud.

GSC's configuration-focused approach allows for support of bi-annual upgrades, hot fixes, and security patches often requiring little to no downstream intervention resulting in a reduction of total cost of ownership.

CONTACTS

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LEARN HOW WE CAN HELP:
Global ServiceNow alliance website

Benefits

🏛️ Integrated services, experiences, and solutions within a single console for individuals, families, and businesses

💻 SSO integration and identity and access management (IAM) with existing state logins, including PIV enablement

📱 Mobile-optimized and bolstered with enhanced omnichannel assistance capabilities, allowing constituents to solve problems at the first point of contact

👍 A variety of Government-specific preconfigured use cases to support grants management, enrollment management, business gateways, and constituent services, among others
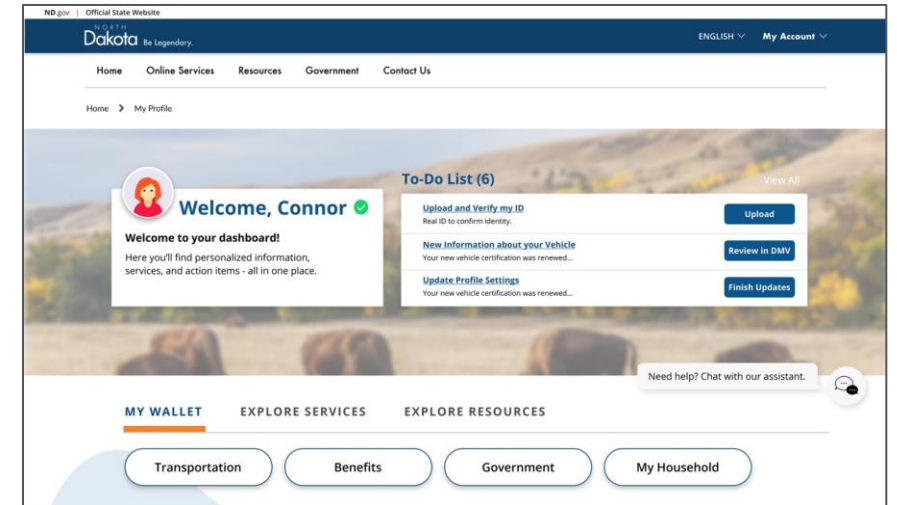
🤝 Increase in user adoption, confidence and trust

💰 30-50% reduction in deployment timeframes and level of effort

✓ GSC tools result in configurations that are compliant with ServiceNow standards, and do not require GSC tools to continue to be used for further updates

Deloitte partner awards

2024:

Worldwide *Built with ServiceNow Offering Partner of the Year*	**APAC** *Global Elite Partner of the Year*
Worldwide *Creator Workflow Partner of the Year*	**APAC** *Employee Workflow Partner of the Year*
Worldwide *Employee Workflow Partner of the Year*	**EMEA** *Global Elite Partner of the Year*
Worldwide *Public Sector Industry Partner of the Year*	**EMEA** *Transformation Partner of the Year*
Worldwide *Healthcare Industry Partner of the Year*	

2023:

Worldwide *Built with ServiceNow Offering Partner of the Year*	**EMEA** *Transformation Partner of the Year*
Worldwide *Manufacturing Industry Partner of the Year*	
Worldwide *Employee Workflow Partner of the Year*	
Americas *Service Provider Partner of the Year*	
APAC *Customer Workflow Partner of the Year*	

Why Deloitte and ServiceNow?

Deloitte helps our clients enhance business outcomes by leveraging ServiceNow as an end-to-end digital workflow platform. We don't just leverage ServiceNow to help you automate your current processes; we can help you reimagine how work gets done, delivering material improvements in revenue and cost reduction with higher job satisfaction.

As a ServiceNow Global Elite Partner with 11+ years of experience delivering ServiceNow transformation programs, 10,500+ practitioners, 11,000+ certifications, 16 ServiceNow Certified Technical Architects (CTAs) and 13 ServiceNow Certified Master Architects (CMAs), Deloitte is recognized for partnering with 5,500+ clients to re-architect work and unlock business value. With deep industry expertise, Generative AI services, and distinctive capabilities spanning Deloitte's Advise, Implement, and Operate (AIO) offerings, we integrate advisory services into our 6,000+ ServiceNow-led project implementations and innovation-led operations.