Government and Public Sector

Google Cloud | **Deloitte.**

Enhancing constituent engagement through intelligent experiences

Deloitte leverages our digital transformation and professional consulting knowledge—combined with Google Cloud's leading AI capabilities—to effectively harness AI to improve digital government services and experiences by focusing on user needs, personalization, efficient data processing, and scalability.

Creating intelligent experiences

Human-centered design (HCD) is an approach to problem-solving and product/service development that focuses on designing solutions with an understanding of the needs, preferences, and behaviors of the end users.

By harnessing the power of AI combined with our HCD experience, Deloitte revolutionizes the way projects are executed and results are achieved by public sector organizations. Opportunities for intelligent experiences across a project lifecycle include:

Discovery

- Content Crawling & Auditing
- Content Research and Editorial Planning
- Research, Market Analysis, Competitive Analysis
- Card Sorting and Information Architecture Development
- End/Stakeholder Research Synthesis
- Persona Creation

Design

- Taxonomy Development
- Writing and Editing
- Content Translation

Development

- Research Assistant/Copilot
- Design/Development Workflow
- Quality Assurance and Accessibility Testing

Value of our approach

Swift Insights
Automate real-time, data-driven insights that guide precise decision-making, alignment with user needs and accelerated project timelines.

Unified Collaboration
Foster communication among teams with AI-enhanced collaboration tools, lowering creative barriers and fostering creativity and ideation.

Personalized Experience
Tailor experiences to individual preferences through AI-driven personalization and real-time engagement through conversational Chatbots.

Predictive Analysis
Anticipate project roadblocks, streamline product backlogs, and mitigate risks proactively with AI powered predictive analysis.

Elevated Efficiency
Automate repetitive tasks, freeing up valuable human resources for high-impact creative and strategic endeavors.

Potential benefits for organizations

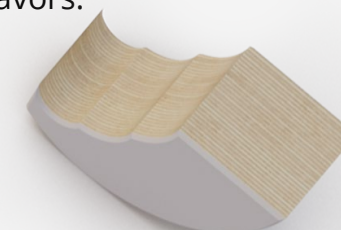**ENHANCED** experience for residents and employees interacting with digital government platforms

IMPROVED user satisfaction because of intuitive navigation and personalized experiences
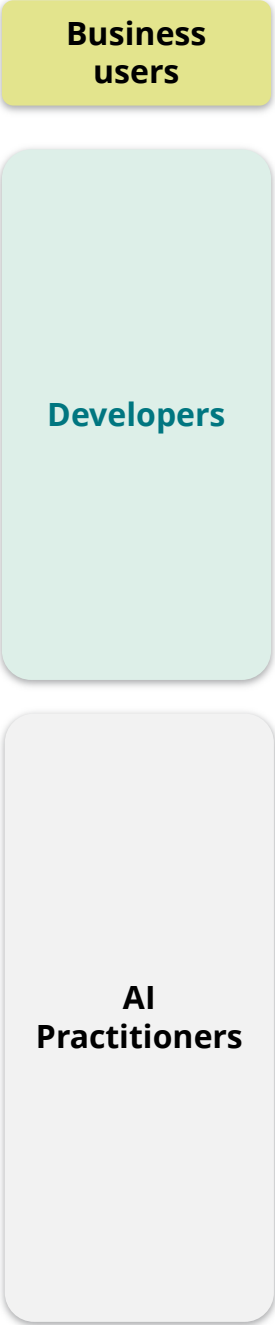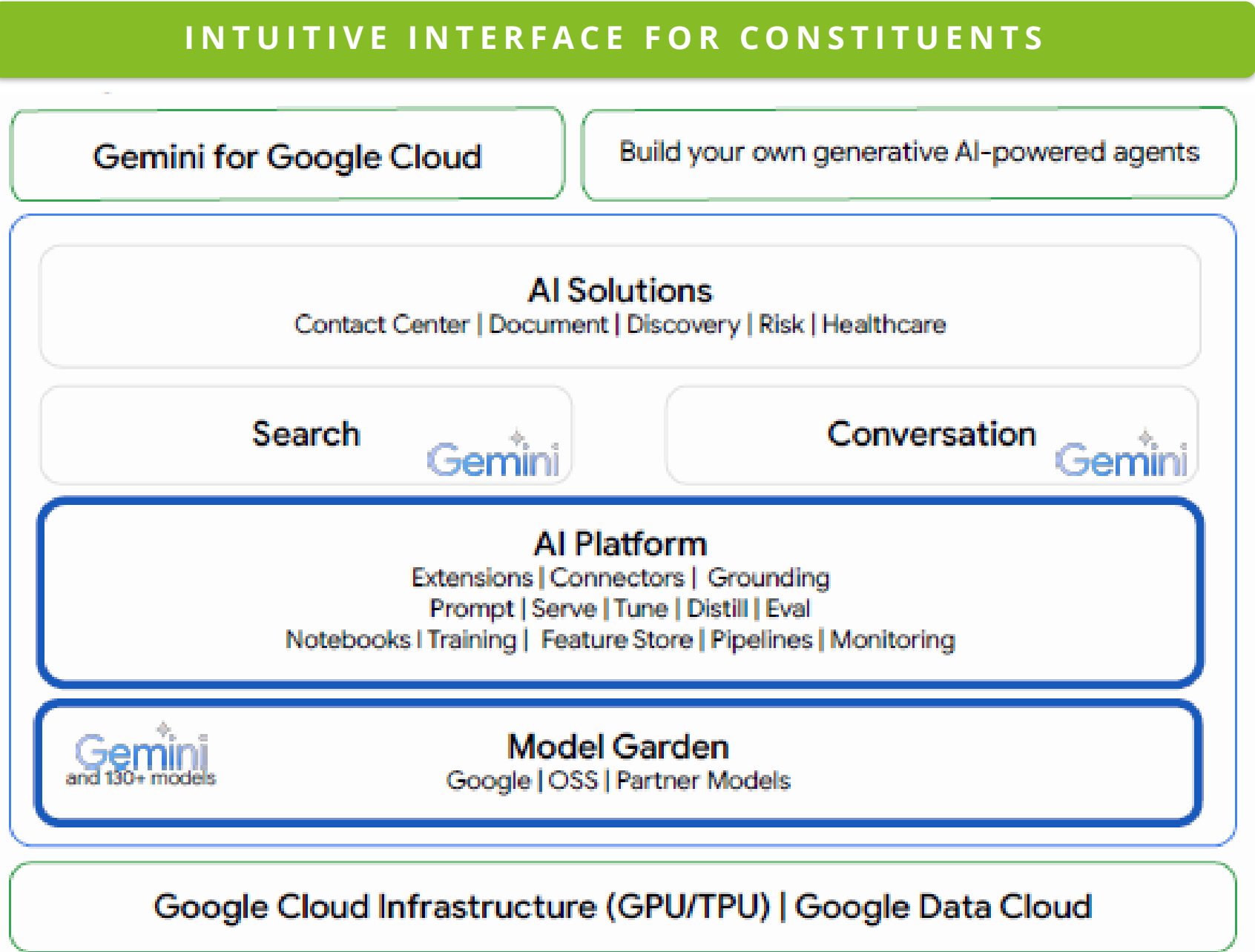
INCREASED adoption rates by making features more engaging and user-friendly

Deloitte creates intelligent, intuitive experiences for constituents using Google Cloud's AI capabilities, application development tools, and infrastructure

INTUITIVE INTERFACE FOR CONSTITUENTS

Gemini for Google Cloud

Build your own generative AI-powered agents

AI Solutions
Contact Center | Document | Discovery | Risk | Healthcare

Search
Gemini

Conversation
Gemini

AI Platform
Extensions | Connectors | Grounding
Prompt | Serve | Tune | Distill | Eval
Notebooks | Training | Feature Store | Pipelines | Monitoring

Gemini
and 130+ models

Model Garden
Google | OSS | Partner Models

Google Cloud Infrastructure (GPU/TPU) | Google Data Cloud

Business users

Developers

AI Practitioners

Why Deloitte & Google Cloud

Deloitte helps organizations advance their digital transformation efforts. In 2023, Deloitte was named the Partner of the Year for Public Sector (Global), Services (North America), Security Specialization (Global), and the Generative AI Industry Solution which is a testament to our ability to develop innovative solutions that are tailored to meet the specific needs of an organization.

LEARN MORE

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