





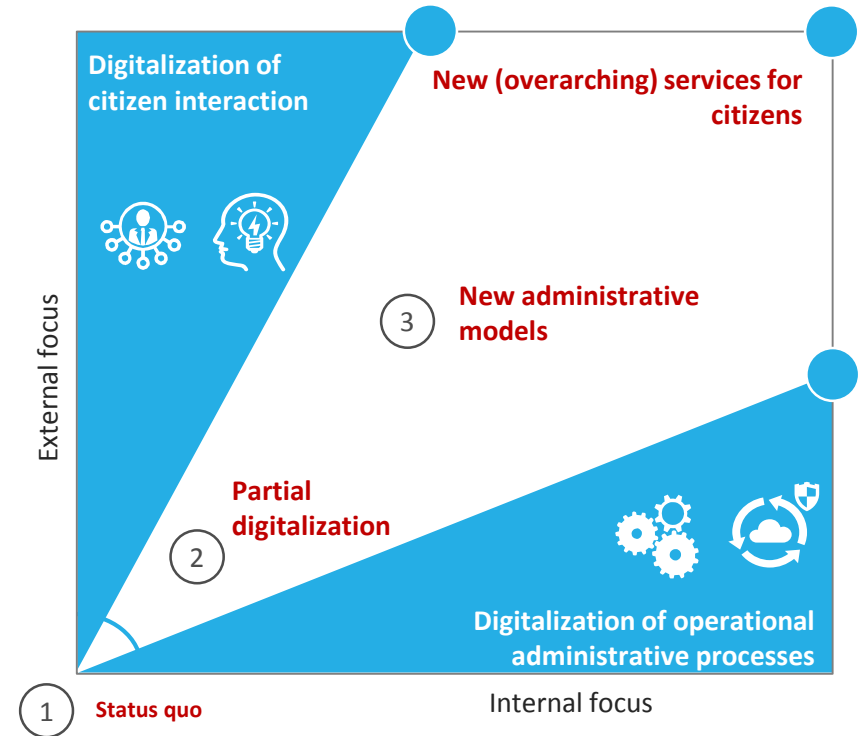
Impact of Technology on the Public Sector

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Digitalization as a driver for the Public Sector

Evaluating new Business Models based on common Challenges

	Demand for digital communication channels and mobile solutions <i>e.g. Right to digital communication with public authorities starting 2020</i>
	Citizens expect personalized and comprehensible services <i>e.g. Knowledge of the process status of personal applications, self-service solutions, electronic forms</i>
	Utilization of data, while guaranteeing high cyber security standards <i>e.g. combating of fraud via analysis of big amounts of data (Big Data & Analytics)</i>
	Increasing efficiency pressure due to intelligent automation <i>e.g. automation and linking of tasks, benefits and synergies, shorter handling time</i>



Current topics of digital transformation

3 topics to enable our customers to optimize and to digitalize internal procedures and processes (B2B), as well as to improve customer proximity through user-friendly digital services (B2B2C).

	What is it about?	How can I use this specifically?
Information Management & Virtual Assistants	User-friendly provision of information and services for citizen, businesses and employees	<ul style="list-style-type: none">▪ Intuitive portals between civil society and public administration (e.g.: One-Stop-Shop for relocation, birth...)▪ Virtual assistants and Chatbots for expert assistance or direct customer communication (e.g.: service line, online)
Cognitive Analytics & Contextualization	Analyse, correlate, visualize large amounts of inhomogeneous data and make them useable for business decisions	<ul style="list-style-type: none">▪ Analysis and linking of large (un)structured data volumes (e.g.: large penal proceedings)▪ Evaluation, contextualization and user-friendly visualisation of the data up to the recommendation of a „next best action“ (e.g.: tax audit)
Robotic Process Automation	Automate rule-based or standardized processes to increase the efficiency of administrative processes	<ul style="list-style-type: none">▪ Performing rule-based tasks (e. g. copy & paste, research in different systems) using bots▪ Auto-crawl data and content to gain useable information or trigger processes▪ Radical Innovation of processes („Digitalization“)

Data Analytics as a key source for Public Sector Decision Making

Understanding the real value and context of data



Demand for Big Data & Analytics in the Public Sector

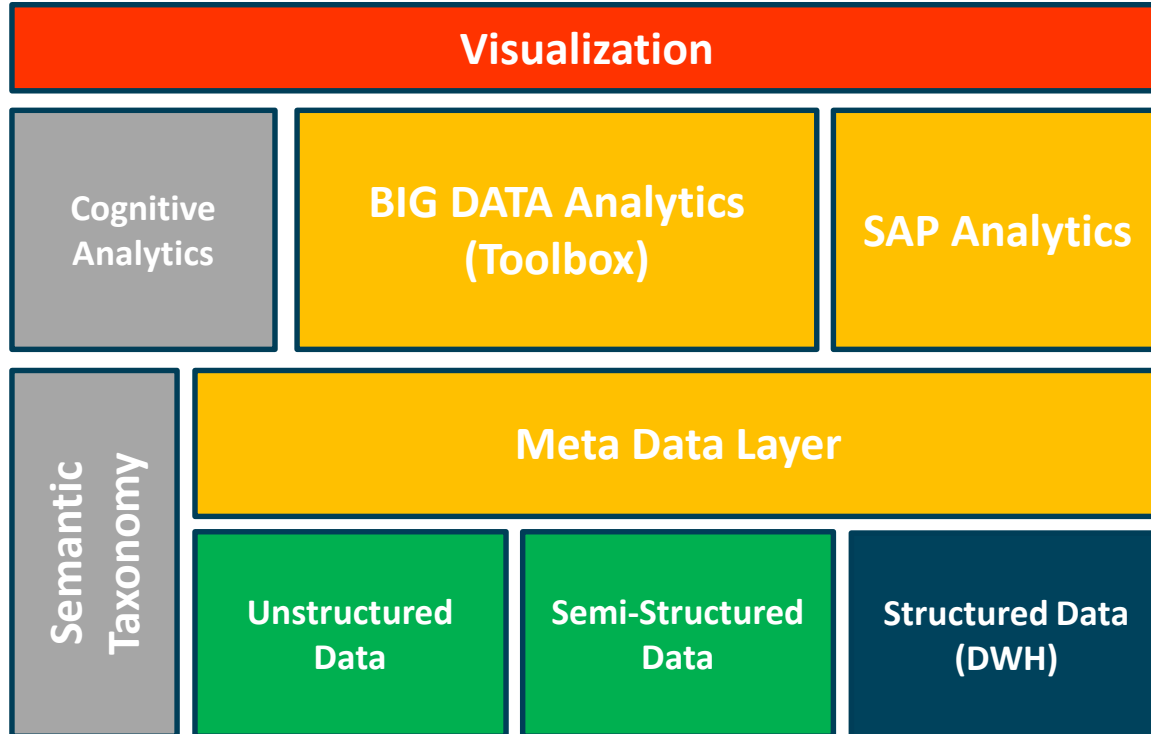
Treat the citizen like a customer!

Demand for Big Data & Analytics.....driven by business outcomes

1	Acquire, Grow and Retain Customers		<ul style="list-style-type: none">• Personalization• Profitability• Retention• Acquisition
2	Optimize Operations and Reduce Fraud		<ul style="list-style-type: none">• Global Operations• Infrastructure and Asset Efficiency• Fraud• Security
3	Maximize Insights and Improve Economics		<ul style="list-style-type: none">• Harness and Analyze All Data• Govern All Data• Optimize Analytical Workloads• Spectrum of Analytics
4	Transform Business Performance		<ul style="list-style-type: none">• Financial and Operational Performance• Financial Risk• Operational Risk and Compliance
5	Create New Business Models		<ul style="list-style-type: none">• Data Driven Products and Services• Non-Traditional Partnership• Mass Experimentation

Example: Analytics for Public Sector Processes

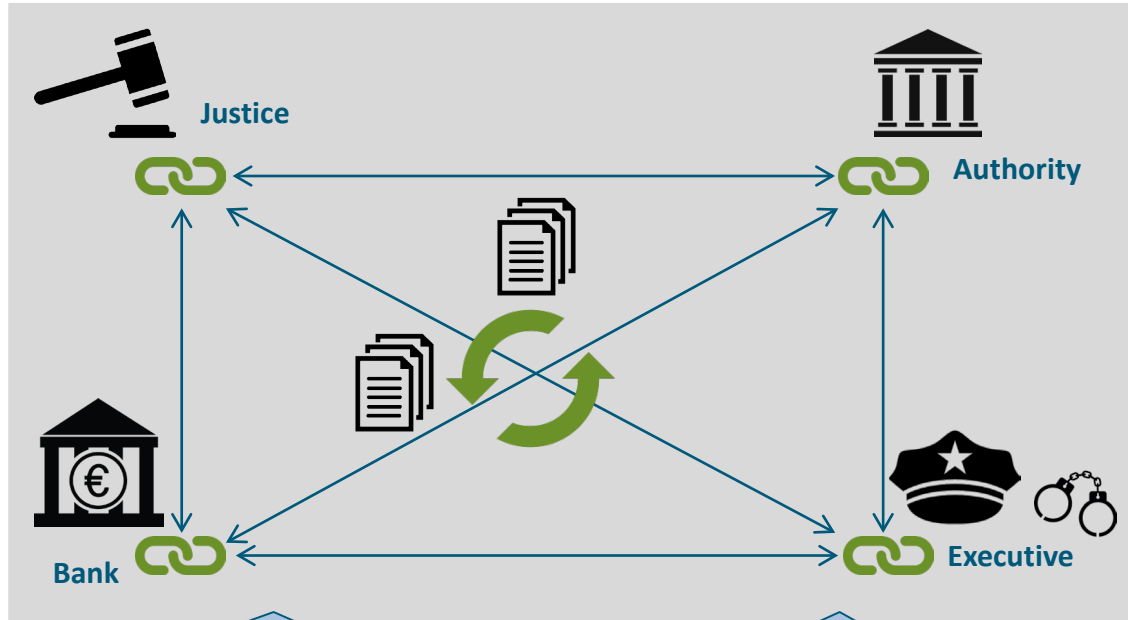
Consolidated and integrated data analytics for enhanced decision making



- > Matching, Contextualization and Data Exchange between specific applications and SAP
- > Logical Interaction between different types of data
- > SAP Data will be enhanced with semi-structured Information

Real Time-Aggregation and Analytics of Data

New Findings regarding Major Criminal Procedure



Cognitive Pretest of Content
Compliance with guidelines?

Analytics Dashboards for
complex procedures

Key Facts

- Usage: Asset-less Blockchain
- Distribution: Community Blockchain

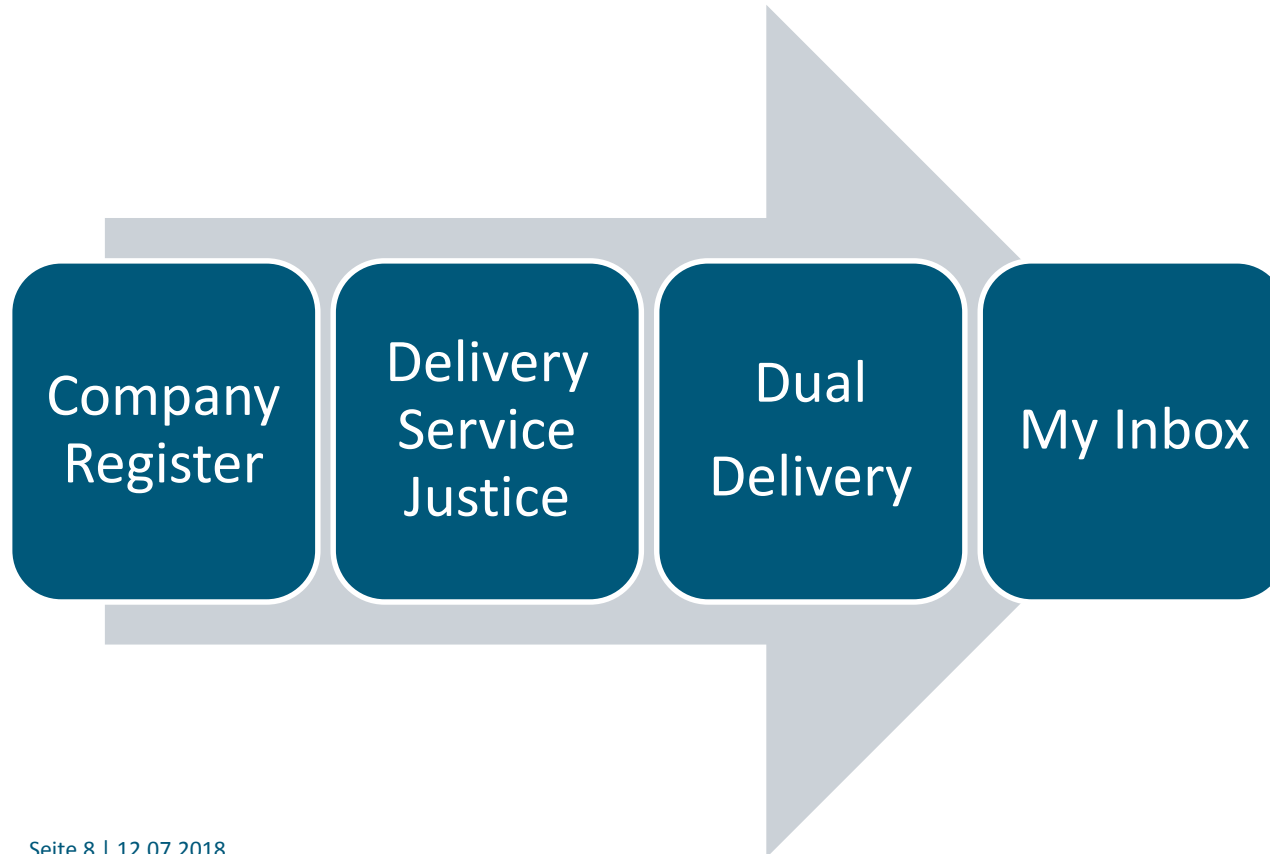
Procedure

- banks, public institutions, justice, etc. are using Blockchain for real time-synchronisation of data and information
- Background: single activities are often not punishable or can not be identified as crime (without context)
- Potential Node-Holder are banks and insurances, authorities and ministries

Business-Benefits

- Data-Aggregation determines correlations (including their chronological order)
- Identification of criminal activity, and therefore their prosecution becomes easier

Digital Mail Delivery – secured in the Blockchain



Key Facts

- Use Case: Securing the delivery process / traceability
- Distribution: Community Blockchain

Procedure

- Defined attributes and process name are written in the blockchain at each process steps
- This logging of information provides a comprehensive traceability and an increase of integrity

Business Value

- The Blockchain Technology enables an improved controlling and monitoring of eDelivery
- The data backup provides a deadline management and a structured reporting process