

# Process Automation in the Public Sector



## INFORMATION & EVENTS

- Communications to/from the public
- Events management
- One-stop public services



## REQUEST MANAGEMENT

- Appointments
- Permits
- Official certificates
- Social services



## PUBLIC FINANCE

- Taxes
- Payments
- Subsidy & funding requests



## INTERNAL PROCESSES

- Employee status
- Investments
- Budget approval cycle
- RFPs & public tenders



## CITIZEN SERVICES

- e-citizen portal
- Real-time status of requests
- Communications & alerts
- Web-based self-help options

