The Business Challenge.
Address growing citizen expectations to engage with local government agencies in much the same way they interact with online businesses – accessible, interactive and instantaneous.

The Solution.
Unisys deployed ClearPath Forward® servers and Dell EMC Storage/Sun (STK) Tape Libraries, to consolidate citizen services (from local agencies) such as vehicle registration, driving license, national identification card, labor card, and unemployment insurance, onto a single online platform – ClearPath Forward ePortal.

Results and Benefits.
• Improved citizen satisfaction with faster service resolution; responding consistently to approximately 60,000 citizen requests (approximately 2.5 million transactions) a day
• Streamlined information sharing between agencies for all citizen interactions