




**PwC's Connected Government  
thought leadership series**

# Digital Government Hub

Accelerating digital service delivery to connect  
government services to people with greater  
transparency and trust







## Together, let's connect human and digital in government.

Governments must accelerate to meet the evolving needs of individuals, communities and businesses across Australia — now. As the speed, adaption and pace of technology transformation accelerates, governments recognise they need to quickly deliver the digital capabilities and services expected by individuals, communities and businesses. The future of government service delivery goes well beyond citizen-centric services, or whole-of-government approaches — it gravitates toward whole-of-life service delivery and an integrated whole-of-government approach.



## Do you have the right platform to deliver your digital future?

Are you facing any of these digital transformation challenges:

- Manual forms or complex regulatory processes that you're looking to digitise?
- Looking to provide more personalised digital experiences but still maximise on your current technology investments?
- People are losing time performing manual tasks or reporting on data which should be available in real-time?
- The data you need is locked up in core systems so you are unable to get meaningful insights?
- Lacking a complete view of interactions with citizens or participants so you can enhance engagement or delivery of services?

Digital Government Hub can help connect and unify government services to accelerate digital transformation.

# Digital Government Hub will deliver your digital future faster

## What is Digital Government Hub?

Digital Government Hub is a comprehensive, end-to-end and scalable cloud platform that accelerates your digital transformation, reimagines your employee experience, enables a whole-of-government connected platform and brings the citizen experience to the centre of service delivery.

It is a digital accelerator across a suite of capabilities that government agencies need to transform the way they engage with citizens, to drive increased adoption and trust. It can accelerate digital initiatives such as:

- Community engagement
- Stakeholder management
- License and permit management
- Compliance management
- Correspondence management
- Complex case management
- Grants management
- Environmental approval management
- Eligibility management



## Benefits of Digital Government Hub

End-to-end, scalable, comprehensive	Citizen-centric services	You can do it now	Trusted providers and capabilities
<p>Our Digital Government Hub is more than just a CRM, or content management platform. It is a single end-to-end digital experience platform that includes modular and pre-integrated capabilities that provides a 360-view of citizens, a decisioning engine to automate complex processes and works seamlessly with your core systems.</p>	<p>Our Digital Government Hub adopts person centric design patterns that support life-event based engagement that reduces duplicate entry, is accessible, responsive, guided and contextual.</p>	<p>Our Digital Government Hub is available now. We have leveraged our experience to reimagine common use cases like grants management, FOI and many more.</p>	<p>PwC is an experienced and trusted partner to Government. We know how to work with and within Government, and have a deep understanding of your needs and objectives. We have built the Digital Government Hub using world-class technology capabilities to meet those needs.</p>



**Find out how your organisation can accelerate digital transformation with Digital Government hub.**

**Let's talk about how your organisation can accelerate your digital service delivery to connect government services to people with greater trust and transparency with Digital Government Hub.**

## Contacts

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