Governments worldwide are working to become more responsive, efficient, and accountable as they modernize operations and enhance services. Only Oracle, the market leader, can provide all the key components to transform organizations in the public sector.

Governments face increased expectations from citizens, businesses, elected officials, and employees. They are pressed to provide information and services quickly and cost-effectively, but are often saddled with information systems that fail to provide the enterprisewide view they need to meet these challenges successfully.

Only Oracle delivers database, middleware, and applications—all based on open industry standards—to help you transform your organization. And only Oracle offers a completely integrated, market-leading solution for the entire public sector, from human resources and financial management to procurement and citizen relationship management.

Increase Efficiency and Transparency

The services governments provide are wide-ranging and ever-changing. Oracle's enterprise applications are scalable and flexible, so they are easy to deploy and easy to integrate—significantly lowering your total cost of ownership. With Oracle solutions, you can develop a single source of financial truth and a rich database of employee, payroll, and benefits data across all departments and agencies. This information enables better business insight, collaboration, and decision-making, and lets you implement adaptive business processes that meet your challenges, now and in the future.

Oracle solutions provide built-in capabilities—such as the government-specific functionality and terminology in Oracle's finance and human capital management solutions—to help you increase efficiency and ensure compliance with key government accounting standards. And because Oracle leads the industry with over 22 security evaluations (ISO-15408), you know your confidential, proprietary data is secure.

You can save time and money, as well as increase employee satisfaction, by using Oracle solutions to automate routine tasks and provide Web-enabled, self-service tools. For example, Oracle's procurement applications
let you use out-of-the-box functionality to automate the entire process from procurement to payment, including comprehensive contract management. In addition, you gain strong financial controls to monitor spending and comply with regulations. And with increased self-service usage, you significantly reduce costs by decreasing procurement-to-payment cycle times, errors, and duplication of effort.

**Collaborate Across Agencies and Third Parties to Deliver Citizen Services**

It’s not uncommon for governments to have numerous telephone numbers, addresses, and Web sites, making it understandably difficult for citizens to reach the right person. Oracle delivers the world’s leading multichannel contact center solution, which gives easy, customer-oriented access to government services, including centralized routing for “one-stop” access. And the solution offers comprehensive knowledge management tools that let you rapidly resolve citizen requests.

As the leading provider of both customer relationship management (CRM) and master data management (MDM) solutions, Oracle empowers you to collect, transform, and analyze your data—even if it resides in packaged, legacy, or custom applications throughout your enterprise. This data integration lets you develop an accurate, comprehensive view of citizens and the services they request and receive. Moreover, Oracle government solutions enable secure collaboration across departments, agencies, and partners, and include built-in analytics you can use to monitor the performance of all groups that provide citizen services.

Oracle delivers CRM solutions with customized functionality that makes it easy to quickly implement best practice processes. For example, Oracle’s case management solution lets you automate procedures and manage all interactions—including claims, payments, and case documentation—in a single application. And only Oracle delivers government case management and enterprise resource planning (ERP) solutions from a single vendor. This results in more streamlined, efficient business processes and better decision-making at all levels of government, with reduced case management costs, yet high citizen satisfaction levels.

**Improve Revenue Generation and Tracking**

Most governments want to more easily collect the taxes they are due. However, tax authorities have had limited choices in acquiring software—leading to custom-built solutions that are often difficult to update and maintain. Oracle delivers a flexible and configurable commercial off-the-shelf (COTS) tax solution that meets the needs of tax and revenue agencies worldwide. It provides tools to improve revenue generation and tracking, so you can maximize revenue collections without increasing taxes.

Oracle gives you registration, returns processing, accounting and assessment, and collections—all in one tax solution. In addition, Oracle tax solutions combine the major business functions and tax types of revenue agencies, so you gain a single, consolidated view of your taxpayers. This comprehensive knowledge lets you handle taxpayer concerns more effectively. Moreover, real-time analytics and ready integration with back-office operations improve decision-making. As a result, your agencies can bill, collect, and manage funds better, as well as detect fraud and compliance issues, all leading to a reduced tax gap.

Citizens also benefit when you use Oracle tax solutions: You can expand contact options; increase first-call resolution rates; and deliver sophisticated, self-service applications. This easy access to assistance improves both taxpayer compliance with government regulations and overall citizen satisfaction.

**Your Government Partner**

Oracle is the market leader in the public sector, and the public sector is Oracle’s largest customer base. Oracle is committed to serving the technology needs of this industry and is helping governments worldwide enhance productivity and improve business efficiency. Join the more than 1,500 public sector organizations that run Oracle Applications.

**Fact:** Oracle has an average 48 percent lower application cost of ownership than SAP.

“Comparing the Real ROI from Oracle and SAP,” Nucleus Research, May 2005

**CONTACT US**

To learn more, call +1.800.ORACLE1 to speak to an Oracle representative or visit oracle.com/industries/government.

Outside North America, visit oracle.com/corporate/contact to find the phone number for your local Oracle office.