

E-Government

Dramatically improve public services



Rapid policy implementation and regulatory compliance

Government agencies work hard to implement complex, ever-changing laws, regulations and internal policies. Even so, a considerable lag time can occur between adoption and implementation, and delays and human errors can arise as agency personnel apply new regulations. Whether for tax, welfare or other operations, solutions based on ILOG software enable agencies to accurately introduce and apply policies in a timely manner.

Better service through flexible automation

With ILOG software, governments automate such critical operations as eligibility determination, benefit calculation and claims processing. ILOG software delivers agile, customer-centric solutions for both multichannel and Web-based applications. All types of government services – G2C, G2B and G2G – benefit, and agency personnel achieve tremendous levels of productivity.

Auditability and consistency through centralized rule management

Government agencies with ILOG solutions have greater control and oversight over policy implementation. ILOG's business rule management (BRM) technology can store policies captured as logic statements, or "rules." Changes to the rules can be immediately reflected in all the applications that use them. This ensures consistent implementation of policies across an agency, fewer errors and reduced costs. It also provides a clear audit trail for changes and updates. Government agencies at every level – federal, central or local – benefit daily from ILOG solutions that streamline and accelerate key operations.

■ **Accelerate policy implementation**

■ **Automate key processes**

■ **Focus on constituents**

■ **Extend legacy systems**

■ **Reduce development time and risk**



Changing the rules of business™

Improve core operations

Public administrators get more done and increase the quality of their work when they use applications that automate primary processes with ILOG solutions. These mission-critical applications include:

- **Interactive services** – ILOG solutions can fully support an agency's services to the general public, businesses, nonprofit organizations, and other government operations. These solutions range from need analysis to service selection, and include eligibility determination and benefit calculation.
- **Business process management** – ILOG BPM solutions automate key decision steps, ensuring their consistent implementation. ILOG solutions go beyond traditional business process management by separating decision logic from processes. Users can easily control, manage and update operational processes and decision rules. The ability to load and execute case-specific policies as business rules results in faster, more reliable and versatile processes. ILOG solutions increase operational efficiency by automating decision points and enabling employees to cover a wider range of issues and focus on exceptions, instead of routine tasks.
- **Data compliance validation and interoperability** – ILOG solutions provide the speed and scalability needed to rapidly process the high volume of data encountered with legacy databases and forms such as tax returns and applications for licenses, permits and public assistance. The solutions validate or format data content, and look for incomplete, erroneous or fraudulent data sets.
- **Planning and scheduling resources** – ILOG optimization solutions can optimally plan and schedule the use of scarce resources, including vehicles, personnel and office equipment, across a large, complex organization.

"Making the government more open to the public and faster to respond was the objective. ILOG's flexible, high-speed Java business rule and visualization software helped make [it] possible."

– Luis Pardo Montarelo
Public Administrations Manager
Tramit@ Project
Indra Sistemas



Meet objectives for e-government

With ILOG, government services achieve:

- More user-centric e-government through shorter delivery cycles, higher service quality and greater reliability
- Greater internal operational efficiency through flexible automation that reduces personnel costs and the number of human errors
- Immediate implementation of policy and regulatory changes by nontechnical personnel through an auditable, user-friendly development environment
- Success with business process re-engineering initiatives that provide cost savings and operational agility for future operations, while leveraging legacy systems

Learn more

For more information, about ILOG in the government sector, please contact an ILOG Sales Representative near you or visit our Government Web pages, at www.ilog.com/industries/gov.

Maximize your ROI

ILOG provides complete consulting, training and customer support services to enable system integrators and government agencies alike to quickly obtain the greatest return from their investment in ILOG products. ILOG's best practices and proven methodology, provided with professional, expert support, help customers reduce development time, cost and risk, and achieve better results far faster.

ABOUT ILOG

ILOG's innovative enterprise-class software components and services have helped companies maximize their business agility and improve operating efficiency for over 10 years. Over 1,000 global corporations and more than 300 leading software vendors rely on ILOG's business rules, optimization and visualization technologies to achieve dramatic returns on investment, create market-defining products and services, and sharpen their competitive edge. For more details, please visit www.ilog.com

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