

## SELF-SERVICE TRANSPARENCY PORTAL FOR TAXPAYERS & CITIZENS



### **REDUCE LABOR/LATENCY IN PROVIDING TRANSPARENCY TO CITIZENS WITH AUTOMATED PORTAL**

Automate regular data extraction from Spend and Financial systems into a robust suite of Dashboard, Analytics, Database and Data Transformation tools. Self-Service for taxpayers and citizens reduces need to create one-off data queries and provides near real-time Transparency.



### **ENSURE TIMELY RESPONSES TO SPECIFIC INQUIRIES WITH FORMS & TASK MANAGEMENT TOOLS**

As Transparency increases, specific requests under Freedom of Information Act (FOIA), Bid Protests, etc. may increase. Managing the tasks around follow-up with timely and appropriate responses is key. Custom Forms and integrated Task Management reduces workload and improves response rates.



### **ENGAGE WITH HARD-TO FIND LOCAL AND SME SUPPLIERS LEVERAGING MARKETING CAMPAIGNS**

Meet participation targets for local and SME suppliers in public solicitations by leveraging marketing style email campaigns to the typically "hard-to-reach" suppliers. Utilize "sequenced" emails to customize and refine outreach with "nudge" style messages and flexibility to refine for effect.



### **SHOW THE PUBLIC SPEND ACTIVITIES IN SELF-SERVICE DASHBOARDS & SEARCHABLE LISTS**

Automated data gathering from spend & financial systems; storage in secure Data-Lake with Data transformations to ensure security and appropriate levels of disclosure. Dashboards, Analytics and detailed drill-downs where mandated. Self-Service access for external users without requirement to log-in.



### **CUSTOMIZE FORMS WITH FOLLOW-UP TASK MANAGEMENT TO ENSURE TIMELY RESPONSES**

Freedom of Information Act (FOIA), Bid Protest and other inbound inquiries from citizens, taxpayers, the press, etc. can overwhelm those who must respond. An integrated system of forms and task management allows for reduced labor and latency in the mandated responses (with an audit trail too).



### **CREATE EMAIL CAMPAIGN TOOLS ALLOW FOR BETTER OUTREACH TO POTENTIAL SUPPLIERS**

Outreach on public solicitations is facilitated by dedicated email campaigns utilizing "sequences" which can be managed and customized over time to gather a better set of local and/or SME suppliers. Tracking response to emails allows for refinements to the process over time.