

# A digital workplace enables next-generation public service experiences



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White Paper

Alcatel-Lucent   
Enterprise

New expectations require a shift to the digital workplace.

Before the pandemic created a worldwide retreat from physical workplaces, governments around the world recognized the need to undertake a digital transformation of some kind. Many governments had started to build transformation strategies that would support the gradual adoption of digital technologies to improve efficiency, increase productivity, and enable better resource management.

The main goal behind these strategies was to create the next generation digital infrastructure that would improve the delivery of services to citizens, from personalized administrative services to tailored health services, safer care for all, and customized education.

Shutdowns changed the world from a largely in-person experience to a virtual experience for government workers and citizens. Government workforces had to quickly move entirely to remote working and governments had to adapt to find new ways to deliver services to citizens. Luckily, the availability of digital tools made the shift possible.

Download the whitepaper to learn more.