Leveraging emerging Technologies
Social, Mobility, Analytics & Cloud
(SMAC)

Vikas Aggarwal
Director – Industry Solutions & Market Development
Government & Health
The world has changed and is changing...
Four megatrends – impacting today & tomorrow...

**Mobility**
- 51 M ¹ Smartphone Users in urban India today.
- 400 M ² Smartphone Users estimated in India by 2016.
- Tablets in India are expected to double this year to 6 M ³.

**Social**
- India poised to overtake US as Facebook's No 1 ⁴ market.
- Facebook India's mobile user base swells to 62 M ⁵.

**Cloud**
- India now has nearly 74 million Internet users.
- Total Amount of digital information in the world is growing by 10X every 5 years.

**Big data**
- The Cloud is the enabling force for all these trends.

---

Mobility
Transform operations and infrastructure
Leveraging power of the cloud and reducing costs, governments aspire to increase efficiencies in a transformative way.

Engage citizens and government employees
Personalizing services and apps and enabling two-way dialogue via social media will allow governments to engage citizens and employees in a more productive, meaningful way.

Accelerate innovation and opportunity
Use modern day technology as a catalyst to accelerate economic development.

Every one, a consumer
Every one, a sensor
Anywhere, Anytime
Real-Time Data Flow
Collaboration
Flexibility
Illustrative Use Cases

LoB applications on portable devices

Collaboration

m-Governance

Patient Monitoring & Wellness
Social
Social in Government

Rise of the social consumer

- 44% of consumers complain via social media
- 20% expect a response within one hour via social media
- Consumers use an average of 4 devices every day

Changes how we work

- 65% of companies are deploying at least one social software tool
- 90% companies using social technologies that report business benefit from them

Transparency
Citizen Engagement
Citizen Involvement
Grievance Management
Emergency Response
Moderated Self Help Groups
Capture Community Feedback and Interest

Use new social tools to increase community participation

Create Community Sites for two-way interaction, including citizen feedback and suggestions on upcoming legislation or government proposals.

Citizens can use Community Sites to search for existing knowledge and talk to people who have interesting information to share.

Benifits

Crowdsourcing to surface new ideas

Encourage citizen feedback and engagement

Social Engagement

Ask questions and contribute to discussions

Understand how large and active the community is

See the most recent discussions

See Top Contributors
Citizen Engagement

2 way interaction with citizens creating awareness and provide information on Govt initiatives.

Decision making

Referendum, law enforcement, public opinion, scheme monitoring etc.

Talent Management

Provide social platforms within government for employees to showcase their talents and expertise for use within govt and for citizen services.
Big Data & Analytics
Analytics in Government

- Immersive insights, wherever you are
- Connecting with the world’s data
- Any data, any size, anywhere

Better outcomes with available resources | Changing demographics | Data explosion | IT to self-service
Illustrative Use Cases

Traffic flow optimization
Weather forecasting
IT infrastructure optimization
Natural resource exploration
Fraud detection
Social network monitoring
Web app optimization
Taxation Revenues

“Government in Italy follows people’s lifestyle, travel and spending pattern so as to track those who could be evading taxes using Analytics”
“Physicians finally have an easy way of accessing data on the various devices and hospital recommendations on which device is best suited for a given patient and clinical scenario. This helps physicians maintain their focus where they want it to be—on giving their patients the best care possible.”

The information I need is right in front of me on the SharePoint dashboard. Instead of trying to figure out what the problems are, my job has become trying to figure out the solutions.

Jennifer Sanders
Assistant Director of Nursing,
Texas Children’s Hospital

Dr. Richard Lemon, Orthopedic Surgeon
Meriter Hospital
The role of government

**Government cloud framework**
- Government service registry
- Government manages certification process, SLA and commercial requirements
- Managed in data centers by Cloud Providers
- Leverage economies of scale and innovation of cloud provider

**Government sponsored cloud**
- Hosted in ‘trusted partner’ datacenter in country
- Strong partnership between partner and government
- Service registry through service provider
- Leverage innovation of service provider while retaining some control

**Government as service provider**
- Transform existing government departments into cloud providers
- Hosted in government data centers
- Highly secure environment
- Necessity to continuously innovate and drive costs down
Health Cloud Scenarios

Enterprise Image Archive

Compliant Storage & Analytics

Disaster Recovery

Collaboration

Clinical Groupware and EMR
Illustrative Use Cases

Websites
IaaS & Cloud Storage, PaaS

Payroll Processing
PaaS – processing time reduction, Scalability, Reduce IT infra

Project management
PaaS & Cloud Storage – Processing time reduced, common operating picture across

Government Services
IaaS, PaaS – IT infra consolidation, improved efficiency, better service levels, reduced administration costs.

Rapid Replication
SaaS – Reduce development costs. Quickly replicate LoB Applications across states, AppStore.
Real Impact for Better Agility.