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Social, Mobile, Trusted Cloud Solutions for Most Every Government Function

Summary

Federal, state, and local government agencies, including K-12 schools, are rapidly adopting salesforce.com because our cloud computing solutions are faster to deploy and typically less expensive than most on-premise solutions. Moreover, our solutions dramatically boost productivity, foster innovation, and promote constructive collaboration – all while addressing governments’ specific high-priority security requirements. Below are just a few examples of how leading innovators in government - with the help of our experienced implementation partners - are leveraging salesforce.com to help build 21st Century Government.

Program and Project Management

- U.S. Department of Health and Human Services, Office of the National Coordinator implemented a nationwide solution in less than 12 weeks to improve health care and lower costs by helping more than 100,000 doctors at more than 70 regional centers to upgrade to electronic health records.
http://www.siaa.net/saasgov/2009/studies_detail.asp?ID=8
- New York City, Department of Education implemented a Reading Tracker solution in four months to over 3,000 users in 100 schools in the NYC public school system to help monitor, track, and report on New York state reading standards and help teachers custom tailor reading development to each student’s unique needs.
<http://www.salesforce.com/showcase/stories/nyc-dept-ed.jsp>
- District of Columbia, various charter schools implemented the Schoolforce Learning Management solution in less than one month to three different schools enabling 200 users to use education modules including student gradebooks, attendance data, behavioral data, parent and student portals, and overall school performance data.
- U.S. Agency for International Development implemented a Mission Portfolio Management System application in less than three months to manage projects, activities, contracts, and assistance strategies for USAID missions located in Dominican Republic and Senegal. They are now actively working with several additional missions to deploy the solution.
- U.S. Department of Education, Race to the Top grant winners are implementing the Schoolforce solution to use education modules including student gradebooks, attendance data, behavioral data, parent and student portals, and overall school performance data. More than five schools are already using the solution with all five going live in less than two months.
- The Advisory Council on Historic Preservation implemented a solution to handle a variety of business processes and applications associated with promoting the preservation, enhancement, and productive use of our nation's historic resources.

“ We believe cloud computing has matured and is a vital option to the federal government.”

Casey Coleman, CIO,
General Services Administration

Constituent Outreach

- The Obama Presidential Transition Team implemented a solution in less than three weeks to track invitations, attendance, accommodations, and security to all presidential events surrounding the 2008 presidential inauguration.
- U.S. Department of Health and Human Services, Centers for Medicare and Medicaid (CMS) deployed a complete relationship management solution in three months to manage accounts and contacts, an activity calendar, and a tagging system that categorizes organizations, events, and marketing campaigns.
- State of North Carolina, Department of Commerce implemented an integrated constituent management system to establish a more complete understanding of the Department's interactions with existing N.C. companies, prospects and allies for economic development projects.
- State of Wyoming, Wyoming Business Council implemented a solution to manage \$100 million in community development grants for building "business-ready" communities that improves collaboration and information sharing with the Women's Business Center, the Small Business Development Center (SBDC) and University of Wyoming partners.
- City of Baltimore, Maryland implemented a solution for the Mayor's office to receive, resolve, and respond to inquiries and requests.
- State of Maryland, Maryland Transit Administration implemented a solution to manage community outreach, events, and requests for people affected and concerned with the new Red Line.

Citizen Engagement and Public Comment/Feedback

- Presidential Transition Team implemented in less than 3 weeks a citizen engagement portal Change.gov where more than 130,000 users submitted more than 52,000 ideas to a site that received more than 39 million hits.
http://www.info.apps.gov/sites/default/files/StateOfCloudComputingReport-FINALv3_508.pdf
- State of Maryland, State Highway Association implemented a solution to capture feedback and ideas from constituents, public officials, and other customers including a special application allowing feedback about an upcoming increase in the cost of tolls.

Call Centers and Social 311 Portals

- State of New Jersey, New Jersey Transit implemented a new customer service/care system for more than 150 employees to 3,000+ potential employees and riders in three states over a five-month period. <http://www.salesforce.com/showcase/stories/njtransit.jsp>
- State of Maryland, State Highway Association (SHA) implemented a new customer care management system that not only realized a reduction in development time by as much as 35%, but also reduced enhancement times by as much as 60%. SHA planned to roll out two apps per year for three years. Instead they finished seven applications, some with multiple releases, all in the first year. http://www.siaa.net/saasgov/2009/studies_detail.asp?ID=13

- The U.S. Securities and Exchange Commission implemented a solution in less than 14 months that migrated their 10-year old legacy investor advocacy system to the cloud and improved service for more than 90,000 annual consumer contacts.

Social Marketing

- U.S. Department of Health and Human Services, Centers for Disease Control and Prevention implemented Radian 6 to enhance the evaluation of social media-based public health campaigns and initiatives within the agency.
- The United Nations Development Program (UNDP) implemented Radian 6 to help them to be more effective in their marketing and outreach efforts by identifying top social media influencers and identify the most frequently used social media channels among those sharing ideas and collaborating about fighting poverty through women's empowerment for International Women's Day.

Economic Development

- Arlington County, Virginia, Arlington Economic Development implemented in three months an economic development solution to enhance their services to area businesses, real estate developers, and tourism interests. <http://www.salesforce.com/showcase/stories/arlington.jsp>
- State of Minnesota, Department of Employment and Economic Development implemented an economic development solution in four weeks for 160 users to centralize information and foster collaboration and elevate service levels. <http://www.salesforce.com/showcase/stories/minn-deed.jsp>
- City of Boston, Massachusetts, implemented in less than four months the Boston Business Hub, a one-stop, unified, economic development web portal to help increase the transparency and predictability of doing business in Boston by connecting City agencies and streamlining access to information and resources. <http://boston.gov/businesshub>
- U.S. Department of Commerce, "Commerce Connect" implemented an economic development businesses assistance solution in less than 30 days to help stimulate the economy that includes a virtual nationwide contact and case management center.
- State of Michigan, Michigan Economic Development Corporation (MEDC) implemented a state-wide economic development and job creation application in less than 24 weeks, available to all Economic Development Agencies across Michigan, to assist with business recruitment, retention and grants management and collaborate with local agencies and non-profit partners.
- State of New Jersey, Office of Economic Growth implemented an economic development solution in less than three months that allows all state government agencies to work together to provide needed customer assistance. The solution included case management, help desk/call centers support, marketing and outreach, reporting and the ability to integrate with their standard business applications.

Grants Management

- New York City, New York, Department of Health and Mental Hygiene, Office of Emergency Preparedness and Response implemented a solution to better manage and award grants to help citywide public health preparedness that enhances project and fiscal management functions, allows programs to electronically submit requests for funding, generates automated workflows to keep funding requests moving through review, approval, and notifications processes.
- U.S. Department of State, Nonproliferation and Disarmament Fund (NDF) implemented a solution in four months to stand up a financial and project manager application to manage and monitor NDF projects around the world. This solution helps identify immediate opportunities to reduce nuclear or other weapons and target scarce resources where they are most needed and generates more than \$1.6 million a year in savings. http://www.siiia.net/saasgov/2009/studies_detail.asp?ID=7
- State of Utah, Department of Community and Culture, Division of Arts and Museums implemented a grants management solution in two weeks to make reporting and invoicing more efficient that saved tens of thousands of dollars each year and helped them to avoid costly infrastructure upgrades. <http://www.salesforce.com/showcase/stories/nyc-dept-ed.jsp>, http://www.siiia.net/saasgov/2009/studies_detail.asp?ID=11
- State of Maryland, Maryland Energy Association implemented a solution to manage grant allocation for high-priority energy related projects, i.e. solar panels.

Performance Management

- New York City, New York, Department of Health and Mental Hygiene implemented in three months a public health emergency preparedness and response performance management system <http://www.salesforce.com/showcase/stories/nyc-dept-health.jsp>
- U.S. Department of Treasury -- Implemented a performance measurement and customer satisfaction solution in less than a month to more effectively track and manage agreements with federal agencies. http://www.siiia.net/saasgov/2009/studies_detail.asp?ID=12

Case and Records Management

- San Francisco, California, San Francisco Family Service Agency replaced an entirely manual system with a state-of-the-art, enterprise-wide, HIPAA-compliant, electronic client record solution that helps program managers and clinicians manage data on 12,000 clients across 24 major programs, each with different data collection and reporting needs.
- City of Chicago, Chicago Housing Authority implemented a new case management solution to help manage and share critical information across various departments and help modernize the nation's third-largest public housing system and revitalize some of Chicago's most desolate neighborhoods.
- U.S. Department of Justice, Office of the Federal Detention Trustee implemented an online detention center availability system in two months where users can search for available facilities based on various criteria.

Government Information and Shared Services

- State of Texas, Department of Information Resources implemented a host of solutions to assist the full of Texas state agencies they support. The solutions included: contract management; financial budgeting, planning and reporting; IT asset tracking and IT project and portfolio management; legislative bill tracking and management; strategic initiative management; sunset commission review management; telecom leasehold management; trouble ticketing; and vendor contract management. <http://www.salesforce.com/showcase/stories/texas-department.jsp>
- U.S. General Services Administration implemented various solutions to better integrate their legacy infrastructure. Their new solutions feature a greater use of integrated messaging and collaborative tools to support its mission. http://www.info.apps.gov/sites/default/files/StateOfCloudComputingReport-FINALv3_508.pdf
- U.S. Department of Interior migrated their appraisal request and review tracking system in five months, replacing a legacy Coldfusion application.
- State of Maryland, State Highway Association, Office of Information Technology (OIT) implemented a host of applications to meet SHA's various needs including a customer care management system (CCMS); onsite consultant tracking system (OCTS); consolidated budget program; project management database; miss utility tracking system; eSnowbook (workers, vehicles, routes, restaurants); contractor compliance data management system (CCDMS).

Partner Management

- U.S. Department of Commerce, Census Bureau implemented a partnership-management system in less than six weeks to help accurately count the American public used by more than 2,200 employees and volunteers to record, track and manage relationships with more than 170,000 geographically-dispersed partners. http://www.siia.net/saasgov/2009/studies_detail.asp?ID=4

Recruiting and Human Resources

- U.S. Department of Defense, U.S. Army, Army Experience Center implemented a marketing and recruiting pilot program in four months to improve the efficiency and effectiveness of its outreach efforts. http://www.info.apps.gov/sites/default/files/StateOfCloudComputingReport-FINALv3_508.pdf, http://www.siia.net/saasgov/2009/studies_detail.asp?ID=6
- State of Texas, Department of Department of Assistive and Rehabilitative Services (DARS), implemented a solution to help identify job opportunities for Texans with disabilities.
- Arlington County, Virginia, implemented a solution to help manage entire election polling and voter registration process including recruiting, training, assigning, and paying the staff that work at more than 50 polling locations.

Legislative Bill and Policy Tracking

- State of Texas, Department of Information Resources implemented a solution to monitor and track state legislation.



For more information

Contact your account executive to learn how we can help you accelerate your CRM success.

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Investment Proposal/Loan Portfolio Tracking

- State of California's Public Employees' Retirement System (CalPERS) implemented a new investment proposal tracking system.
- City of San Jose, Housing Department implemented a multi-family loan portfolio management application that provides gap financing for the construction, acquisition, and rehabilitation of affordable housing developments. The solution tracks these loans, projects and their related budgets associated with housing developments.

Asset Management

- State of Texas, Department of Information Resources implemented an assets management solution to track key assets of Texas state agencies.
- City of San Jose implemented a solution to manage the data behind the "Go Green" schools program that includes tracking contacts, assets, and information behind programs, such as recycling and energy efficiency.

Permitting, Inspections, and Code Enforcement

- City of Ocean Springs, Mississippi implemented a solution to help them manage the significant increase in permits and inspections for rebuilding and renovations in the aftermath of Hurricane Katrina.
- Town of Waxhaw, North Carolina implemented a solution for a new Building Inspections Department to process permits requests and schedule inspections; track how much time staff are spending on each process; and track overall activity for budget and revenue reports.
- City of Boardman, Oregon implemented a permit and inspection, planning and code enforcement solution to manage multi-jurisdiction permits and single jurisdiction management.

IT Project Tracking, Change Management

- U.S. Department of Health and Human Services implemented a solution that replaced a manual, paper-based ticket system to better manage IT security projects for its operational divisions that included automated workflows to route approvals to the correct individuals, speeding new projects and the change management process. <http://www.salesforce.com/showcase/stories/dept-hhs.jsp>

For more detailed information on salesforce.com's solutions, please contact publicsector@salesforce.com.

21st Century Government – Powered by Salesforce.com

Recently named the "World's Most Innovative Company" by Forbes Magazine, salesforce.com is leading the shift to the Social Enterprise helping the most successful businesses and governments to leverage social, mobile and open cloud technologies. For government, salesforce.com's trusted cloud platform and apps are revolutionizing the way government collaborates and communicates internally and with their constituents and partners. More than 10,500 of our 100,000+ customers are in the federal, state, local, education and non-profit sectors, including GSA, NASA, the Departments of State, Commerce, Health and Human Services and the majority of federal cabinet-level agencies, plus state and local governments in California, New York, New Jersey, Maryland, Texas, Utah and others.