APAC CIO Outlook

GOVERNMENT TECHNOLOGY SPECIAL

APRIL - 2018

APACCIOOUTLOOK.COM

Top 25 Government Technology Solution Providers - 2018

With the Internet of Things (IoT) and Artificial Intelligence (AI) being embraced by all industry verticals, the government tech sector is no different. In 2018, we will continue to see the incorporation of IoT go beyond computers and mobile devices and into enterprise assets, like air quality monitors, and CCTV cameras. This opens the door for a greater emphasis on the smart city initiatives that many governments are aiming to incorporate. With the number of ransomware attacks on government assets last year, 2018 will see a lot more investment in the cybersecurity sector. Providers will offer better backup systems, with localized IT teams on-hand in case of emergencies.

Governments around the world are pushing for better integration of cloud services; however, the trend is shifting away from internal cloud services to public clouds. This is due to reductions in cost and for improved speeds of deployment. The move towards the public cloud is gaining momentum now because of consolidated procurement, which will bring down costs further. The adoption of big data holds huge promise for governments; however, as of now, it is limited to use cases such as healthcare management and enhanced security capabilities. In 2018, Governments will continue to search for ways to use big data analytics effectively, with providers now being more equipped as well.

This edition of APACCIOOutlook brings you the "Top 25 Government Technology Solution Providers - 2018." This list gives you some of the most prominent organizations in the industry. The proposed list envisions assisting companies to gain from the services of Government Tech Solution Providers that suit their specific requirements and help them enhance their business processes.

Certificate

Tactiv

Recognized as

APAC CIO Outlook TOP 25
GOVERNMENT TECHNOLOGY
SOLUTION PROVIDERS - 2018

*The annual listing of top companies providing
Government Technology Solutions in the APAC region*

Annie Johnson
Managing Editor

Company:
Tactiv

Key Person:
Simon Warner
MD

Description:
Tactiv is a leading software as a service solutions provider for grant, contract, and project management

Website:
tactiv.net

Tactiv:
Making Governments Future-Ready

Of all the factors reshaping how governments deliver services in the coming decade—aging populations, rise of millennials, budget shortfalls, and ballooning entitlement spending—digital transformation is likely to be the most influential. Without it, governments will struggle to meet these new demands. Indeed, governments across the world are in the midst of a massive transformation as they endeavor to upgrade their traditional on-premise operating models to modern cloud-based digital systems. However, transforming governments through the power of digital technologies can be quite an intricate journey as the process is not only technologically challenging, but can also be equally expensive. This is where Tactiv has been instrumental in helping governments lead the innovation curve by architecting a streamlined path for their digitalization process, without needing to expend millions of dollars. Playing a major role in providing seamless operations modernization, Tactiv serves as a go-to technology solutions provider for the government sector.

Simon Warner,
Managing Director

"I have been watching the digital transformation in Australia and internationally and witnessed governments talking about cloud-first technologies as a way of making the changes needed," says Simon Warner, managing director of Tactiv. As a veteran in working with governments, he says there is a "lag effect." While some governments appear keen to adopt new technologies others lack either the capability or commitment to make more than superficial changes that don't address business process best practice. Tactiv can help bridge the gap and facilitates governments to take key steps toward digital transformation in a low risk, big benefit manner.

> Tactiv has been instrumental in helping governments lead the innovation curve by architecting a streamlined path for their digitalization process

The dominance of monolithic software systems is slowly fading, paving the way for 'ready to implement' best practice solutions that interact to create a solution ecosystem. Welcoming this, Warner says, "Governments should not solely depend on central systems, rather they should benefit from specialty systems that are flexible and easy to use, creating an ecosystem that offers clients many pathways to interact." In the longer run, this creates a more adaptive and secure environment, prevents whole system outage, and meets the high level of responsiveness citizens demand from digital services they are accustomed to in the private sector.

Warner points out there is also a rising trend among governments to remodel their traditional approach to delivering services to the community and achieving policy outcomes, with grant-making processes moving to a more procurement-based and contract management approach. Tactiv helps governments respond to these complex challenges and community demands effortlessly with their flagship offering, Enquire—a configurable, cloud-based solution.
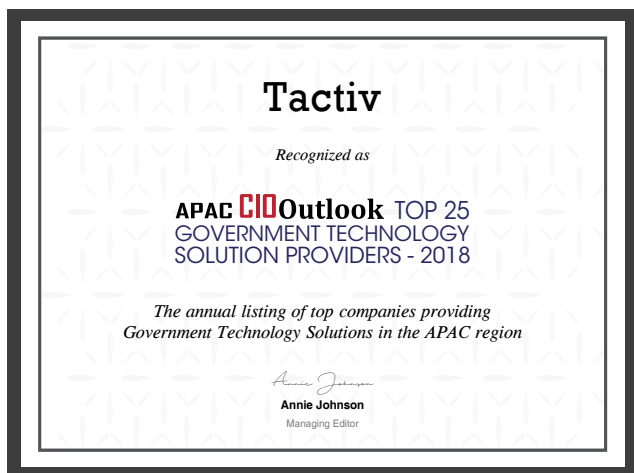
What makes Enquire "out-of-the-ordinary" is that it provides decision makers with visibility and control across the program lifecycle. It provides a point of truth by integrating with other systems which ensures transparency, accountability and compliance in delivery while tracking contractural commitments and measuring outcomes and performance. Enquire is also a hit both with clients managing programs and the community. The system also saves time. Whenever program requirements change, clients can modify the system themselves instead of relying on vendors. "This drastically shrinks the cost of implementing digital systems," mentions Warner.

Tactiv's success is illustrated by their work with the Ministry of Foreign Affairs (MFAT), New Zealand, that required a solution to manage all aspects of its extensive international aid program in the Pacific, Asia, and rest of the world. Enquire's flexibility and configurability not only allowed MFAT to internally manage aid applications and implement eligibility and assessment workflows, but also track projects effectively—benefiting from its extensive reporting capabilities. Today, all of MFAT's aid projects are backed by complete information, with a transparent process flow that is fully traceable.

Tactiv's ability to provide best practice government technology solutions has made them a leader in the Australian and New Zealand market. Following this growth trajectory, the company intends to expand its global reach to governments in the U.S., U.K., and India. ACO