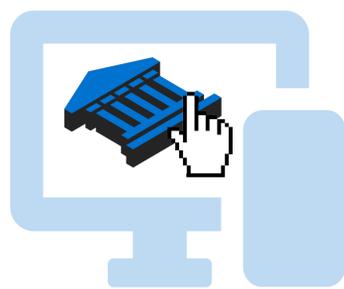


Top 5 Govt. Tech Stats Show Digitization is Imperative

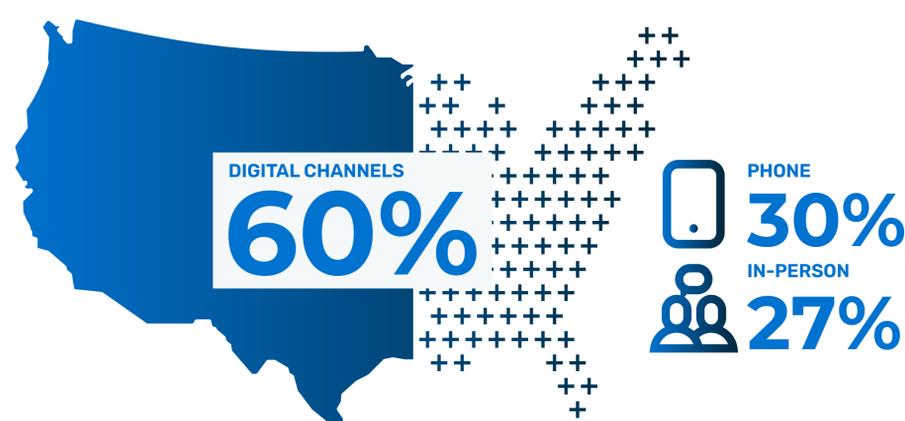
1 Digital Experience is Good Business, and It's Also the Law

The 21st Century Integrated Digital Experience Act mandates that digital experiences for citizens using federal public websites must be accessible, secure, original and mobile-friendly.¹



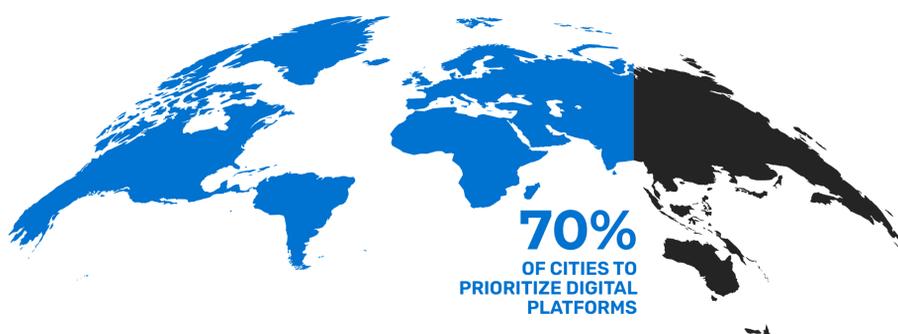
2 U.S. Citizens Prefer Digital Channels

Across all 50 U.S. states and 21 services, 60% of residents report a strong preference for digital channels, compared with 30% for phone and 27% for in-person.²



3 Local Governments Prioritize Digital, Personalized Platforms

Over the next five years, 70% of cities, globally, plan to prioritize using a digital platform to address multiple citizens' needs through one personalized interface.⁴



4 Government IT Spending Grows to Modernize Systems and Improve Access

Worldwide government IT spending is forecast to total \$589.8 billion in 2023, an increase of 7.6% from 2022, according to Gartner, Inc.³



5 Cloud Adoption Fuels Innovation in Public Sector

83% of public service agency leaders agree or strongly agree that cloud is essential to fuel innovation and new business models.⁵



Advance Your Digitization Mission

While digital transformation objectives vary within federal, state and local governments, one clear mission remains the same – to deliver open, accessible customer experience to all citizens.

Learn how CoreSite can help you develop an IT modernization strategy that immediately delivers measurable cost and productivity benefits and ensures your agency is future-ready.

[DOWNLOAD THE WHITE PAPER](#)



REFERENCES:

1. What is Digital Experience, U.S. General Services Administration
2. Governments can deliver exceptional customer experiences—here's how, McKinsey & Company
3. Gartner Press Release, "Gartner Forecasts Worldwide Government IT Spending to Grow 8% in 2023", May 24, 2023. <https://www.gartner.com/en/newsroom/press-releases/2023-05-24-gartner-forecasts-worldwide-government-it-spending-to-grow-8-percent-in-2023>
4. Tailored Public Service, Deloitte
5. Public Service Cloud: A Continuum of Opportunity, Accenture

GARTNER is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally and is used herein with permission.

Find out more.
Click. Call. Write.