

# OutSystems for Local Government

Break Down the Barriers to Digital Transformation With Low-Code

Accelerate your digital transformation and boost your agility with OutSystems. Develop engaging citizen self-service apps, massively improve efficiency, and escape legacy debt.

According to recent research, citizens' satisfaction with government services has fallen to an eight-year low, and 73 percent of government officers believe their organization's digital capabilities lag behind those of the private sector.<sup>1</sup>

And yet, local government CIOs have long recognized the importance of digital transformation. Because, when citizens have access to convenient web and mobile services, more staff can spend their time delivering frontline services, instead of answering unnecessary phone calls or operating cumbersome, disjointed systems.

## So, What's Holding Back Local Government?

According to the Center for Digital Government, four main challenges frustrate digital transformation in local government:

- Inadequate funding
- Gridlock from inflexible, disjointed legacy systems
- Security concerns
- A shortage of modern development skills.<sup>2</sup>

Local government IT, digital, and service delivery teams that adopt low-code break through the four barriers and significantly accelerate digital transformation.



CITY OF OAKLAND

**Saved \$1 million**  
within 12 months  
of using OutSystems



**Reduced crew**  
**inspections time**  
by 25%

## Defining Low-Code

To understand how low-code will help your local government body breakdown the barriers to digital transformation, let's start with a concise definition, courtesy of Forrester:

“Low-code platforms enable rapid delivery of business applications with a minimum of hand-coding and minimal upfront investment in setup, training, and deployment.”<sup>3</sup>

Practically speaking, with low-code, you use visual modeling and design to develop applications much more easily and rapidly than writing code.

Here's how the **OutSystems low-code platform** specifically enables you to address the four challenges.

### Increased Productivity Makes Funds Go Further

Funding for IT is not about to get easier. An aging population means frontline services have to be prioritized above many other worthy investments, including IT. This means IT has to adopt new, leaner methods for application development.

According to multiple case studies and industry analyst reports, developing applications with OutSystems is up to 10 times faster than traditional coding. That kind of productivity increase can lead to cost savings along with the acceleration of digital transformation.

### Solve Legacy Gridlock Your Way

With OutSystems, you can build rich business services that wrap systems of record with an agile, easy-to-integrate web services layer. This enables you to deliver systems of engagement without having to replace legacy systems of record. Solving the integration problem buys you time so that you are in control of when to replace legacy systems.

OutSystems is uniquely suited to the development of large systems and large portfolios of interconnected applications. So, when you are ready to say goodbye to your legacy systems in favor of a modern, agile infrastructure, you can tackle that project with speed, confidence, and success.

### Strengthen Your Security With Low-Code

Keeping citizen data safe has to be the top priority for local government CIOs. OutSystems acts as a security wingman for all developers. Visual application models are automatically translated into secure code patterns. This means every developer can adhere to safe development practices.

A guiding principle of Secure DevOps is to move responsibility for security upstream. That's precisely what you achieve by adopting OutSystems, so security will no longer be a heroic effort late in the delivery cycle.

### Overcome The Developer Skills Drought

Hiring and retaining developers with modern web and mobile development skills is hard, especially in the local government sector. According to our State of Application Development survey, 80 percent of respondents described app dev talent as scarce, with hiring taking longer and costing more.<sup>4</sup>

OutSystems can help any CIO who wants to escape the “*digital skills drought*.” The productivity increase notwithstanding, OutSystems enables your IT organization to provide less technical staff with a consistent, easy, and enterprise-strength development environment. And, it offers an approved, governed path to enabling non-professional developers to create apps—a recipe for success for “Citizen Development.”

3. Forrester Wave for Low-Code Application Development Platforms for AD&D, 2017

4. OutSystems – The State of Application Development, 2018

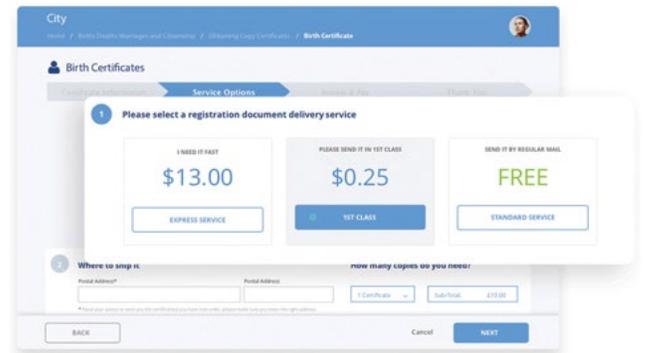
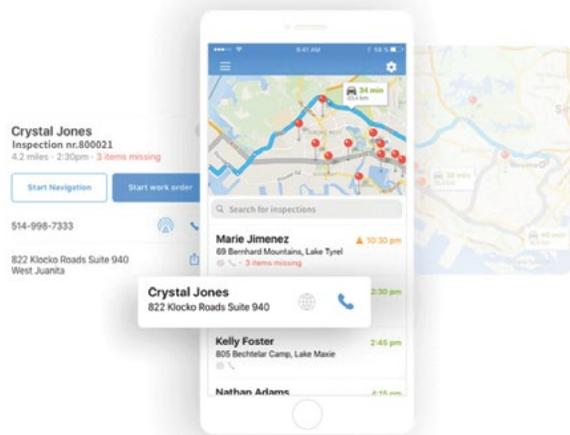
# Three Low-Code Use-Cases in Local Government

There's virtually no limit to what you can build with OutSystems. Here are three different use cases to fire your imagination.

## 1. Digital Experiences:

### Citizen Portals and Self-Service

Web and mobile self-service capabilities are high priorities for any government organization who wants to improve citizen experiences and make service delivery more cost-effective. With OutSystems, you can deliver engaging citizen self-service apps, beautiful portals, and captivating experiences, all at incredible speed.



## 2. Digital Operations:

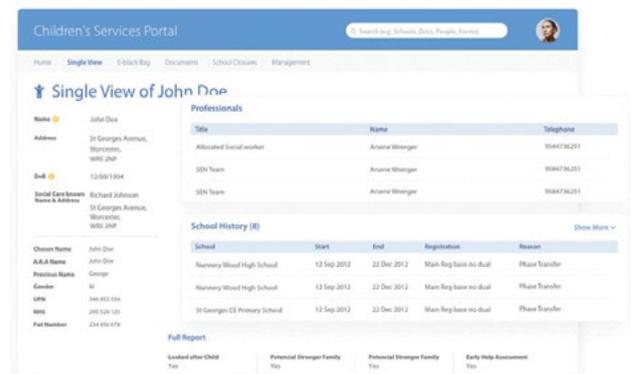
### Improve Efficiency and Increase Agility

Crush your IT backlog and be more responsive to requirements. Deliver brilliant web and mobile workforce apps, employee portals, workflows, and operational dashboards to support any process. With OutSystems, you can design great UIs that employees love to use and easily integrate them with your existing systems, all at the speed you need.

## 3. Digital Core:

### Refresh and Improve Your Legacy Systems

If you are struggling with customized packages or aging systems that are expensive to maintain and slow to change, we can help. OutSystems breaks the stalemate, helping you rebuild large systems in months instead of years. By combining fast visual development, easy integration, and rock-solid scalability, you can digitally re-platform with confidence and speed.



## What Our Customers Say

Here are two brief local government case studies. For the full stories and videos, visit the OutSystems website.



*"By using OutSystems, we are able to make our city's services immediately available to all residents, especially to our underserved communities. That's transformative."*

**Andrew "Pete" Peterson**  
CIO/CTO, City of Oakland

### The City of Oakland Transforms Citizen Services and Saves \$1 Million Using OutSystems

With OutSystems, the City of Oakland development team delivered eight apps in just 12 months, including the single sign-on OAKAPPS portal at the heart of their transformation. Not only were they able to develop each app in weeks versus years, but they saved the city an estimated \$1 million—all while improving city services to residents.



8 apps delivered



Developed in 12 months



5 in-house developers

### Las Vegas Wins Big With a Mobile Inspector App in Just 3 Months

The City of Las Vegas has used OutSystems to deliver a wide variety of internal and citizen-facing web and mobile applications. For example, inspectors now use a mobile app to support site visits to building and development projects across the city.



Mobile Inspector App with offline capabilities



Developed in 3 months



Hardware costs slashed by 50%



*"Two developers completed the Mobile Inspector App in just 3 months, less than half the time we had originally estimated. Inspectors love the app as it reduces inspection times and eliminates the need to come into the office."*

**Rick Virmani**  
Systems Manager, City of Las Vegas

#### ABOUT OUTSYSTEMS

OutSystems is the number one platform for low-code rapid application development. Thousands of customers worldwide trust OutSystems as the only solution that combines the power of low-code development with advanced mobile capabilities, enabling visual development of entire application portfolios that easily integrate with existing systems.

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