



U.S. COAST GUARD



GSA Advantage!

UNITED STATES POSTAL SERVICE®

minnesota north star



## BroadVision Solutions for Government

Digital government offers the prospect of public services that are easy to use, accessible, cost-effective, available around the clock, unified across agencies and consistent in appearance and functionality. In addition to government to citizen interactions, the Internet offers new possibilities for government to government (G2G), government to employee (G2E) and government to business (G2B) connections. G2G requires applications that share data across agencies as the foundation for knowledge management and inter-institutional collaboration. G2E requires intranet, project management and easy publishing, while G2B requires e-procurement, MRO goods and contracting.

BroadVision self-service web applications enable government agencies to provide citizens, suppliers and employees with one-stop, personalized self-service access to information, transactions and business processes. BroadVision solutions support the complex relationships, processes and interactions necessary for e-government and make it possible for government to reach its goals for 24/365 availability, paper reduction, citizen participation in governance, knowledge transfer and cost reductions.

BroadVision has more than 60 customers in the government sector including the U.S. Coast Guard, the U.S. Air Force, the U.S. Postal Service, GSA, the state of California, the state of Minnesota, the city of Chicago and Gwinnett County in Georgia.

### Solution Snapshot

- Integrated self-service suite for internal and external-facing portals and commerce sites
- Robust foundation application allows for rapid deployment (3-6 months)
- Distributed publishing and administration—empowers subject matter experts and eliminates publishing bottlenecks
- Scalable and secure—proven at the federal, state and local level
- Browser based with point and click simplicity
- Online collaboration
- Wireless PDA capabilities
- Open standards
- Agility to add new capabilities and functionality

## Profile and Role-Based Personalization

Site content can be tailored to the needs and interests of particular users based on information in their personal profiles.

## Ease of Use

BroadVision's portal solution provides unified access to data throughout the enterprise. Single sign-on is available from any secure computer with Internet access and the portal aggregates data to accelerate and improve decisionmaking. Alerts and bookmarks further simplify access to relevant and important information.

## Collaboration

Through user-managed microsites, users can share project information, access knowledge libraries and participate in threaded discussions related to their project or area of interest. Users have the ability to choose the information that will be presented at log in, including one-click access to sites and applications they use in their jobs.

## Mobility

BroadVision supports alternate information delivery devices such as pagers, cell phones, fax machines or personal digital assistants using XML and WAP standards. Employees and others can receive alerts or access their personalized gateways from their handheld devices from anywhere in the world, anytime.

## Secure and Scalable

BroadVision applications are proven in high traffic environments including GSA, the U.S. Air Force, and the state of California. Security capabilities include user authentication, role-based entitlements, and distributed publishing and administration to ensure the integrity and protection of the information environment.

## Simplified site maintenance

Non-technical users can publish content, run reports and execute marketing campaigns without IT support, reducing bottlenecks and overall support costs.

## Agility

BroadVision's agile portal framework enables organizations to rapidly design and deploy new online processes to extend portal functionality and keep pace with changing business requirements.



CUSTOMER SNAPSHOTS

**U.S. Air Force**

The Air Force has 1.2 million personnel, serving on 250 bases worldwide. After evaluating solutions from 22 vendors, the USAF chose BroadVision to provide the portal solution that would allow them to consolidate hundreds of stovepipe systems into a single point of access. The first release of the portal went online in just 90 days.

*“BroadVision offers us a portal solution that meets all of our technology requirements and provides the best value to the Air Force.”*

— Robert Frye, Executive Director, SSG, U.S. Air Force

**U.S. Postal Service**

The USPS site (www.USPS.com) provides one-stop access to postal services and products and ensures that the agency keeps pace with competitors in the private sector. Customers can use the site to put a hold on their mail, change address, request pickup of Express Mail or Priority mail, and print and pay for mailing labels. In 2003, the USPS site received 176 million visits, conducted 25.4 million paid transactions and received the prestigious Grace Hopper Technology Leadership Award for improving services to citizens and enterprises.

*“The Gracie Award is a great acknowledgement of our approach to web-based self-service. We are delighted with the success of the site and honored to be recognized for providing a valuable and cost effective service to the public.”*

— Pete Stark, Manager of Corporate Business System Solutions Information Technology, U.S. Postal Service

**U.S. Coast Guard**

The U.S. Coast Guard’s portal was recognized by the Nielsen Norman Group as one of the Top 10 Intranets for the quality of site design and personalization features.

*“We are moving beyond the Web as something that is nice to have as a place to put stuff to an integral part of the Coast Guard communication system.”*

— Lieutenant Tom Shelton, Project Officer, CG Central

**BroadVision** is a global provider of web self-service solutions. Our agile commerce and portal applications enable customers to quickly create and adapt online processes to keep pace with changing business requirements. Over 1,000 organizations—including Circuit City, Yankee Candle, Vodafone, Cardinal Health, Hewlett-Packard, Toyota, Japan Airlines and the U.S. Air Force—serving nearly 60 million registered users, rely on BroadVision’s open solutions to power and personalize their mission-critical web initiatives.

**State of Minnesota**

The State of Minnesota’s North Star portal provides centralized access to state agencies and gives citizens easier access to Minnesota government services and information. Shortly after going online, the North Star portal reduced email inquiries by 80 percent. Site usage—currently at 6.5 million hits per month—is increasing at a rate of 10 percent each month.

*“What we found with BroadVision is that all the tools we needed came from one vendor.”*

— James Kauth, Director of Emerging Technologies, State of Minnesota

**GSA Advantage!**

GSA Advantage, operated by the General Services Administration’s Federal Supply Service, is an online ordering system. It allows government agencies to search through all GSA sources of supply and select the item that is the best value for their requirements, without having to know any complex procurement or logistics system. The site averages \$1 million in sales *each day*.

*“BroadVision technology is very scalable. We’re growing at 30 percent a year. We get 500 new customers a day. BroadVision handles that without any problem.”*

— Al Iagnemma, e-Business Director, GSA Advantage!

**Regione Liguria**

The local government of Regione Liguria is using BroadVision to power a citizen portal that provides convenient, self-service access to consolidated information and services from more than 100 state agencies. Personalization and ease of content management were key factors in choosing BroadVision, according to Datasiel, the IT company responsible for the portal implementation.

*“With BroadVision, e-business is as simple as operating a household appliance—a natural way to do business.”*

— Corrado Confalonieri, IT Director, Datasiel

**BROADVISION**

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