Indiana Office of Technology transforms government services with Persistent Systems
Brings greater transparency to citizens served by 92 agencies with a simpler, powerful technology stack

Indianapolis, and Santa Clara, Calif., and Pune, India
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News:
Indiana's Office of Technology (IOT) (www.IN.gov/iot) has completed a transformation of its technology platform to provide improved, more transparent and efficient services to manage information technology projects. Working with Persistent Systems (BSE & NSE: PERSISTENT), IOT implemented and adopted the Salesforce platform to provide a comprehensive toolset to manage the wide-range of online – including citizen-facing – services it offers.

With Persistent Systems' assistance, IOT developed a portal that enforces a uniform structure for collecting, analyzing and reporting on planned IT activities – projects and ongoing operations – that facilitates IOT's ability to forecast demand on IT services and resources, leverage shared services opportunities, and assess IT project risk, complexity and priority to ensure consistency with statewide project management practices. The system, built with key input from the Indiana Department of Administration and other state agencies, will help save taxpayer dollars by providing a global view of IT projects and utilizing existing resources, where applicable, to manage and install new services.

Robert Paglia, Chief Administrative Officer, the Indiana Office of Technology
"This implementation is a win-win not just for our centralized departments, but also for our agencies and of course all Hoosiers. The power and flexibility of the Salesforce Platform combined with Persistent Systems' expertise in understanding our business needs allowed the project to be delivered on time and on budget despite various changes to the project. 98% of our requirements could be done through configuration and only two small items needed any level of customization or coding."

Click here to watch Robert Paglia explain the initiative and its success (video)

Click here to learn more about Persistent Systems solutions built on the Salesforce Platform and visit us at Dreamforce.

Sudhir Kulkarni, President Digital at Persistent Systems
"The beauty of building on the Salesforce platform is the freedom to build digital customer experiences with clicks, not code, making complex implementations, such as this Indiana's project, much easier and faster. What the Indiana Office of Technology is doing is a fantastic example of how to bring digital to a comprehensive platform for future growth and transformation, while dramatically elevating the customers' experience."

The implementation of the Persistent Systems solution empowers the Indiana Office of Technology to be on the front end of procurement activities, proactively ensuring that the standards and tool sets are appropriate for its customers' needs.

Dave Rey, Salesforce EVP North American Public Sector
"What we're doing with Persistent Systems for the State of Indiana is an example of how the Salesforce Platform can be adapted and implemented quickly so government agencies can better serve their citizens. It's exciting to see that some of the fastest adopters of the power of digital are in the public sector. The Indiana Office of Technology is indeed demonstrating that Indiana is a state that works; for all residents."

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About Persistent Systems:
Persistent Systems (BSE & NSE: PERSISTENT) builds software that drives the business of our customers; serving software product companies and enterprises with software at the core of their digital transformation.
Forward-looking and Cautionary Statements: For risks and uncertainties relating to forward-looking statements, please visit: www.persistent.com/flcs

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