Liferay®

Key Challenges for the Public Sector

Industry Key Issues and How Liferay Addresses Them

1 Operational inefficiencies due to data and application silos ▸ Integrate with legacy tech and government networks

2 Inefficient public services and fragmented citizen journeys ▸ Empower citizens with personalized self-service experiences, reducing support costs

3 Data management and security ▸ Provide data protection, regulatory compliance, and vulnerability protection

4 Budget constraints ▸ Reduce TCO and support costs to fit tight budgets

5 Lack of IT skills and limited IT resources ▸ Empower non-technical staff and free up IT teams with Low-Code capabilities

Solutions Tailored for the Public Sector

Citizen Portals

Treat citizens and businesses like customers and empower them with personalized self-service experiences on a secure portal. Streamline processes and unify disparate tech in one place, reducing TCO and support costs.

Employee Portals

Increase the productivity of public employees with an intranet that makes them more independent through self-service, optimizes operations by automating key processes, and provides a central location for accessing all tools, content, and data.

Public Websites

Create modern, appealing websites that comply with key accessibility guidelines, including WCAG 2.1, Section 508, and EN 301 549. Offer self-service information access to improve the user experience and boost engagement.

Liferay Credentials in Government

City of Vienna — The City of Vienna's intranet is the central information system for the entire city authority. Full Case Study >

City of Burbank — The Southern California city completely overhauled their website and reduced customer calls. Full Case Study >

The Challenges:

- Adding self-service was challenging as the old intranet wasn't designed to integrate with third-party applications, making it impossible to create a unified user experience.

- The old CMS made it difficult to create, manage, and publish web content.

- In the face of the high volume of internal messages, communication via email was difficult to manage.

The Solution:

- A new intranet with self-service functions offers quick access to third-party applications, creating a seamless user experience.

- The new CMS makes it easier to create and edit web content. Collaboration tools like blogs and wikis improve the exchange of knowledge between employees.

- A company-wide push communication platform (including user notifications for new publications) optimizes internal communication and reduces the volume of emails.

The Challenges:

- The website lacked a compelling modern design that wasn't up-to-date with current standards or the City of Burbank's new branding.

- Content creators had to deal with a difficult editing process and frustrating workarounds just to display content on the website, wasting unnecessary time and resources.

- The unresponsive website didn't meet accessibility standards and was difficult to navigate due to walls of text.

The Solution:

- Thanks to improvements in the appearance and performance of the site, citizens can self-service, decreasing calls to city departments and enabling city employees to focus on critical work.

- The site's streamlined and modern design helps users find what they're looking for easily and quickly, and users have been thrilled with the outcome.

- Users can access the website from any device, and accessibility compliance means the City of Burbank can reach all their citizens.

1200+ companies around the world use Liferay:

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