Achieve government IT efficiency with empowered digital transformation

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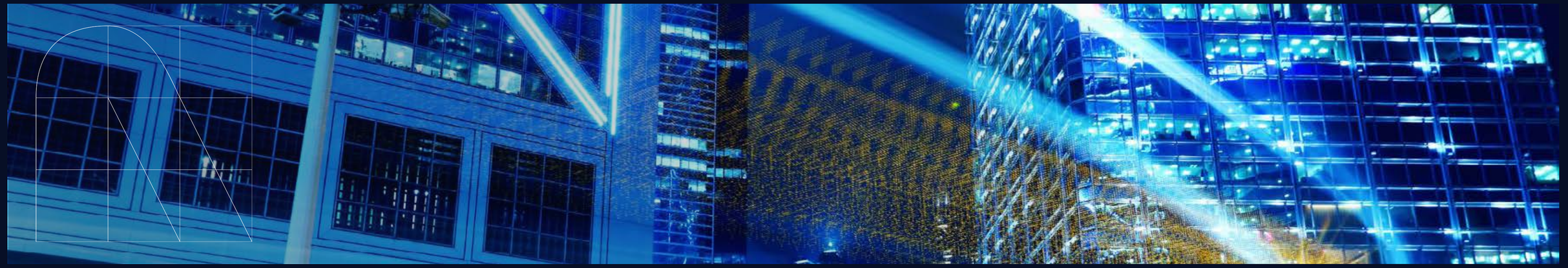

Government agencies are at a critical juncture. Technology has become a cornerstone of smarter governance. Modern IT infrastructure can help organizations overcome the limitations of outdated systems. It can also significantly increase employee productivity and create positive, seamless experiences for citizens.

Federal, state and local governments that adopt industry best practices provide efficient and responsive services. A thoughtful modernization plan that focuses on quality and efficiency is essential to deliver reliable, secure IT systems that meet the needs of citizens while reducing costs.

So, where should you start? Optimizing government efficiency with technology is not one-size-fits-all — it takes strategy. You need more than a new software plan; you need expert guidance, real-world experience and options that match your organization's needs.

This paper outlines NTT DATA's real-world strategies and examples, gained through years of experience working with the world's largest companies and government agencies. It demonstrates how you, too, can elevate and optimize the public sector. We'll explore how agencies like yours can successfully implement future-ready tools and applications to meet your goals.

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Boost efficiency and improve service delivery with modern IT

Technology	Best for	Example use case
Cloud	Scalability, flexibility, cost-efficiency	Cloud-native apps, modernized applications, AI-powered tools, disaster recovery
FinOps	Cloud cost management, optimization	Real-time cloud-spend insights, strategic budget alignment, minimizing overprovisioning
Data center colocation	Focus on core business operations, cost-effectiveness	Disaster recovery, hybrid operations, high-performance compute applications
Edge computing	Real-time local data processing and analytics, ultralow latency	Emergency response, traffic monitoring, smart cities, IoT, law enforcement, disaster relief
AI and automation	Enhanced productivity, security, decision-making	Process automation, AI-driven cybersecurity, predictive maintenance, employee efficiency, improved user experience
Cybersecurity	Defense against evolving digital threats across a growing attack surface	Threat detection with AI, compliance enforcement, ransomware prevention
Workplace services	Unified, secure digital workforce experiences	Secure collaboration, virtual meetings, Microsoft Teams optimization, help desk automation, device lifecycle management
On-demand workforce	Rapid staffing flexibility, professional services	Cybersecurity and AI talent scaling, expert consulting during modernization, contractor support
Smart procurement	Cost-effective, scalable IT investment	Streamlining licensing, IT as a service, vendor selection

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A future-ready public sector

Maintaining aging infrastructure drains resources that could be invested in modern and secure solutions. With updated infrastructure and adaptable tools, your agency can eliminate the restrictions of outdated systems, refocus resources and invest in future-ready solutions.

Government technology should enable employees and serve citizens. Too often, though, outdated government IT systems are a barrier to productivity. They slow down employees, frustrate citizens and overspend limited resources. Employees waste time navigating legacy systems. Citizens struggle with clunky processes for basic services. And IT teams focus on patches over innovation.

Updating your IT infrastructure requires a customized approach. Modernization helps government run better, employees work smarter and citizens get the services they need, when they need them. It is a necessity that starts with an IT foundation built for the future.

Transformative cloud migration

Fast, cloud-powered infrastructure reduces costs while improving performance, meeting scaling demands, and reducing maintenance and operational complexity.

Next-generation frameworks

AI-powered architecture and edge computing boost efficiency, speed and security. These frameworks support real-time analytics, smart infrastructure and business-critical applications.

Cost optimization

Modern environments diminish maintenance costs, so agencies can reinvest their savings.

The U.S. Air Force's aging IT infrastructure created several challenges, including:

- Five outdated mainframes that were slowing down defense logistics
- Security vulnerabilities that were creating risks to sensitive operations
- Infrastructure costs that were escalating as systems aged

Working side-by-side, NTT DATA and the USAF overhauled the organization's data center strategy, modernizing their infrastructure with AWS GovCloud and USAF-secured cloud operations. The transformation delivered:

- 100,000+ employees with instant access to faster, more secure systems
- $25 million in cost savings freed up for business-critical priorities
- Stronger cybersecurity, ensuring national defense data remains protected

The USAF trusts NTT DATA because we specialize in building secure, transformed and scalable environments where business-critical operations thrive.

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Embracing cloud technology for government efficiency

The transition to cloud-based solutions is a critical step for digital transformation. Cloud technology provides secure, scalable and cost-effective infrastructure that improves collaboration and efficiency.

When considering cloud computing, it is essential that agencies understand its practical implications and benefits, including:

Stronger cybersecurity for critical government data, providing advanced threat detection, disaster recovery and data protection

Lower infrastructure costs by up to **65%** and only pay for what you use

Better performance, limited redundancies and easier collaboration

It's the foundation that allows you to transform operations, scale instantly when it matters most and deliver better citizen experiences.

One agency that successfully embarked on this journey is the Virginia Information Technologies Agency (VITA). Their experience brings cloud benefits to life in a tangible, agency-wide transformation.

The secure, scalable future:

68% of organizations cite improved security and compliance with cloud.[1]

How you can achieve cloud success

A smooth cloud transition requires a coordinated approach where each step builds on the last to ensure seamless integration and maximum efficiency. Each phase should be designed to be smooth and disruption-free, with expert guidance for the transition.

Rehosting and migration: Applications move to platforms like AWS, Azure or Google Cloud. Typically, this initial phase is swift, minimizing disruption and laying a solid foundation for further modernization.

Cloud-native transformation: Rearchitected systems include cloud-native features to enhance security, scalability and performance.

FinOps for cost optimization: Our improved infrastructure works with our FinOps strategies to align usage with costs. It provides agencies with real-time spending insights for smarter financial decisions.

As cloud adoption increases and agencies make foundational improvements, the next challenge is cost optimization. FinOps strategies help agencies make every dollar count.

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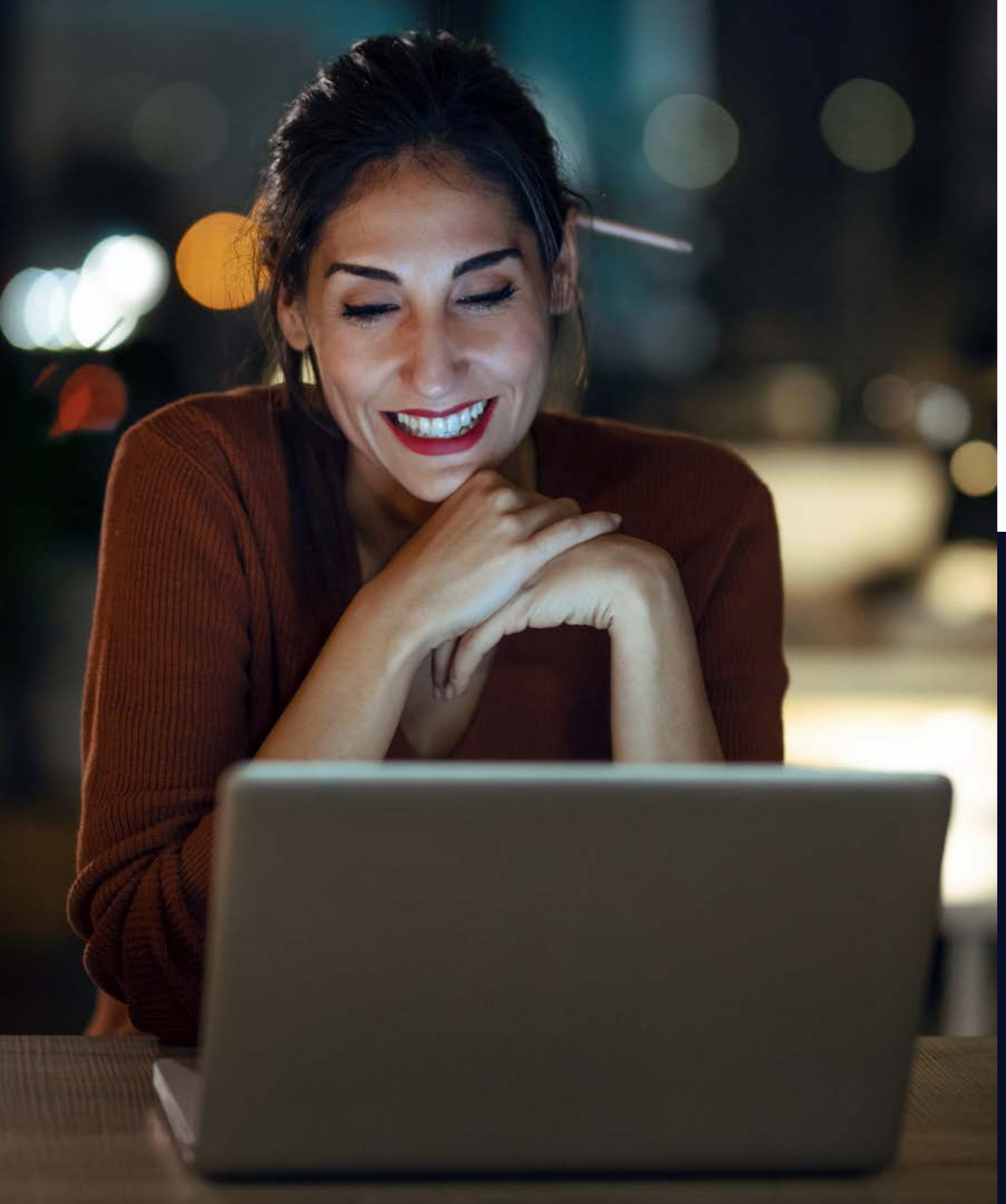

Stop overspending, start improving costs

Government agencies are expected to do more with less. As agencies migrate to the cloud, it's essential to manage costs. That's where FinOps comes in. It helps increase financial accountability, reduce inefficiency and eliminate unnecessary expenses.

FinOps helps organizations analyze, control and optimize cloud spending. It ensures that you avoid overprovisioning and overspending while maintaining performance and service quality. Aligning technology with a financial strategy drives cost efficiencies and smarter budget decisions.

Cloud spending is wasted every year due to inefficiencies — costs that could be redirected to:

- Better cybersecurity protections
- Improved digital services for citizens
- Upgraded IT infrastructure

NTT DATA's FinOps solutions help agencies:

- Track real-time cloud spending so you only pay for what you use
- Leverage data-driven insights to eliminate waste and scale resources
- Automate cost controls
- Improve forecasting and increase accountability

FinOps is how smart governments manage IT. With real-time insights and strategic cost controls, agencies can optimize cloud investments and maximize return on technology.

Of course, not every workload fits neatly into a cloud environment. Specific business-critical applications or high-usage applications still demand robust on-premises infrastructure. That's why a hybrid IT approach is vital to any modernization plan.

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Essential infrastructure for modern government

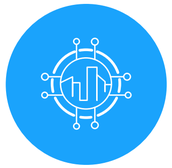
While cloud solutions offer flexibility, some business-critical applications require high security and control, which is best achieved in data centers. Government agencies must effectively balance cloud and on-premises solutions, housing the right functions and data in the right places.

An experienced partner understands this critical alignment of varied assets, enabling unmatched security, compliance and scalability and lowering in-house costs. Transitioning to a secure, high-performance solution helps agencies avoid the high costs of in-house data centers.

As the third-largest global data center provider, NTT DATA offers:

US data center expertise
With 20+ years of experience, we deliver secure and scalable infrastructure tailored to government needs.

Comprehensive services
Our US data centers provide flexible colocation, high-speed network connectivity and expertly managed operations.



High-impact infrastructure
Supporting 890MW of critical IT load, our facilities deliver resilient, high-performance computing.

Cybersecurity and reliability
Our facilities are equipped with advanced security and compliance-ready environments to protect your business-critical assets.

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When every second counts, edge computing delivers

To keep pace with operational demands and deliver real-time insights, government agencies are turning to edge computing. It brings data processing closer to where decisions are made. Timing is crucial for emergency response and national security, where delays can have serious consequences.

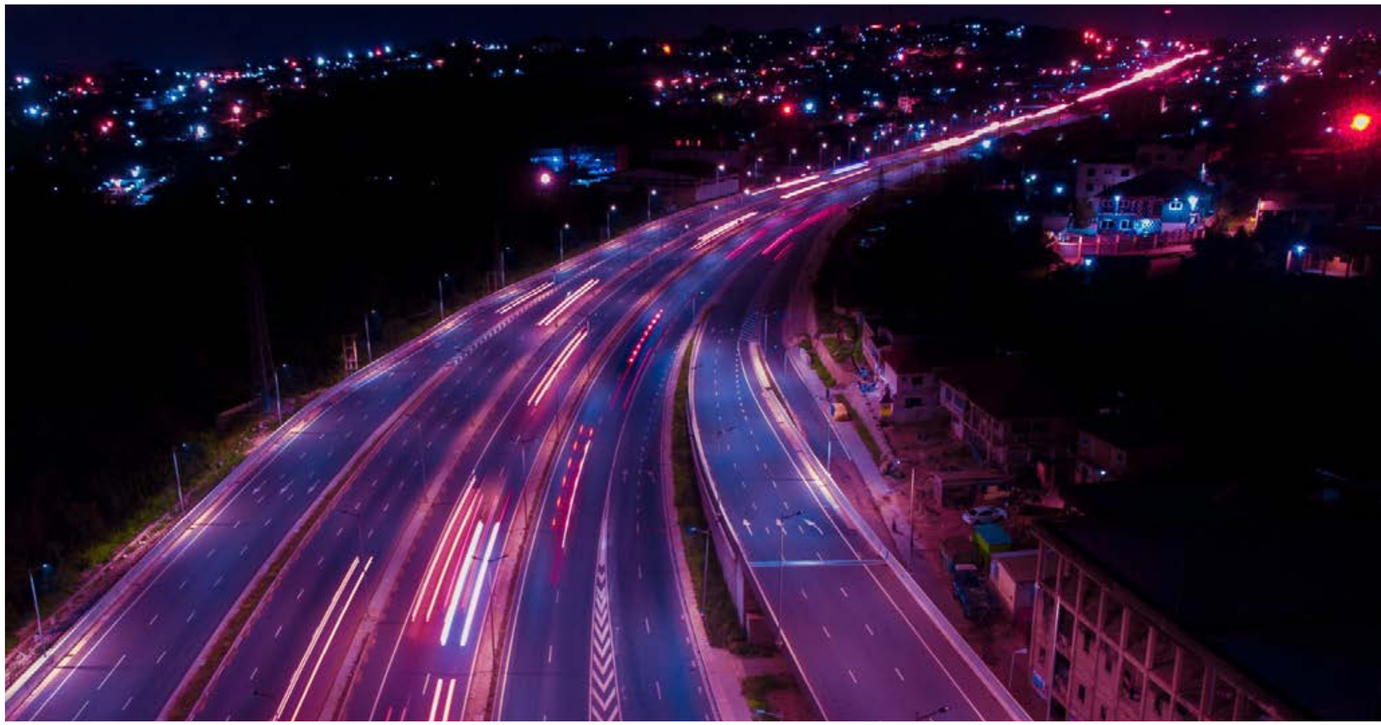
The problem: If you have to wait for cloud servers to process critical operational data, response times lag. Edge computing solves that by processing data where it's needed in real time.

Think about what this means in the field:

Wildfire disaster response teams get instant updates on which roads are safe and where emergency crews should focus efforts

Law enforcement teams have real-time threat detection, even in areas where cloud connectivity is unreliable

These capabilities are already making a real impact in cities across the US with the help of trusted leaders like NTT DATA.



Real results: Smarter, safer streets in Las Vegas

In partnership with NTT DATA, the City of Las Vegas used edge computing and AI to reduce wrong-way driving incidents by over 90% and save more than $1 million annually.

Read the full story: The City of Las Vegas shapes the future of urban living | NTT DATA

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AI and automation to maximize government efficiency

Imagine a world where your documents, system security and team members operate at peak efficiency. AI and automation services offer game-changing solutions that streamline operations, minimize digital friction and improve the citizen and worker experience. A recent survey by Ernst & Young LLP of federal, state and local government employees showed that 51% use an AI application daily or several times a week.[2] It's time for agencies to build efficient and responsible AI use.

AI-powered tools are revolutionizing government workers' to-do lists. You can now deploy AI to take on tasks like document drafting or creating summaries from Microsoft Teams meetings. You can instantly make sense of thousands of data points and even strengthen system security with AI-powered threat detection. AI is waiting for you to put it to work.

Where to begin: Data and automation

Start by understanding employee needs and identifying workflow obstacles. With these insights, you can automate routine tasks and free up staff for higher-value problem-solving.

Digitizing internal services improves both employee and citizen experiences. According to a survey by Harvard Business Review Analytic Services, "a proximately 80% of respondents said that digitizing workflows enhances the employee experience, and 90% accepted that the employee experience has a direct connection with the customer experience."[3] By improving one, you improve the other.

AI to work: Smarter, more productive teams

AI and automation help agencies stay ahead by optimizing repetitive tasks and reducing IT friction. In a 2024 study, workplaces powered by AI outperform those that aren't: revenue growth is 1.5 times, shareholder returns are 1.6 times greater and returns on invested capital are 1.4 times higher.[4] In government, that means streamlined service delivery and better use of taxpayer dollars.

NTT DATA's workplace modernization combines automation and AI to drive efficiency, agility and smarter service. Notably, 65% of issues are prevented or diagnosed before they occur using AI.[5]

A roadmap to successful AI integration for government

Implementing AI solutions can be challenging. Agencies must have an informed AI strategy. Building a structured approach to AI can help you:

Maximize efficiency in the workplace

Prioritize AI applications that deliver ROI

Meet goals faster while maintaining cost, quality and security

To see how this works day-to-day, let's explore how AI impacts real government workflows, from faster document creation to better decisions driven by data extraction.

AI-powered productivity for government workers

Allocate extra time to focus on priorities and expedite mundane tasks with AI. With the proper guidance and tools, you can unlock time and supercharge productivity in every department. NTT DATA crafts tailored, end-to-end productivity solutions that put the power of AI to work for you.

Everyday AI for greater government efficiency

Draft faster
Automate the creation of documents, emails and presentations with Microsoft 365 Copilot, saving time and ensuring consistency

Summarize seamlessly
Transcribe and summarize Teams meetings with a few clicks, capturing key details and action items

Analyze data efficiently
Generate charts and pivot tables from large-scale data quickly, enabling more data-driven decision-making

Powered by Microsoft 365 and NTT DATA

Proof, powered by AI

Here's how agencies use AI across departments to drive process and performance objectives.

1 The Crown Prosecution Service

What if you could search countless PDFs and emails in a single search? The Crown Prosecution Service (CPS) partnered with NTT DATA to transform case management through AI and automation. By integrating AI-powered tools, efficiency soared at CPS. With 450,000 case reviews yearly, streamlining workflows with reliable AI empowers CPS prosecutors to focus more on case outcomes rather than document-heavy government processes.

Watch the video

2 Automating grants management with GenAI

NTT DATA implemented a GenAI-powered data management solution at a federal agency to streamline the grant review process. The tool automates the initial triage of grant applications, extracting key information and importing it into the agency's case management system. This reduces manual data entry and frees professional staff to focus on evaluating the substance of proposals rather than administrative data entry.

These successful implementations demonstrate how any agency can use AI to take their efficiency to the next level.

While AI boosts efficiency, it can also elevate security. That's vital in a digital landscape where public sector systems are high cyberattack targets.

Have you automated your IT to counter modern threats?

Monitor efficiently

Automate system monitoring, troubleshooting and predictive maintenance, reducing system downtime

Deter through detection

Automation helps you quickly identify cybersecurity threats and mitigate threats in real time

Authenticate accurately

Deploy AI to standardize authentication and access to ensure that only authorized personnel can access sensitive systems, minimizing security risks

AI and automation to maximize government efficiency

Maximize security with modern IT

Security threats are inevitable. The public sector is often a primary target for malicious actors, making defense a high priority for every agency. Without modern protection, these threats can occur without any immediate signs, leaving you vulnerable. The best security solution is one that can adapt at the speed of technology.

AI-powered solutions provide an automated line of defense, elevating your cybersecurity. With AI integration, you can automate system monitoring and maintenance, detect threats in real time and enforce access management to protect sensitive government data — all with maximum efficiency powered by AI.

ICYMI: An A.P.P.L.E. a day keeps ransomware at bay — your first line of defense against cyberthreats.

Mitigate over 90% of cybersecurity threats with one unified strategy.

Read the A.P.P.L.E guide

Digital workplace services: Seamless systems drive efficiency

Modern digital workplace services (DWS) help government employees work securely, collaboratively and across devices — anytime, anywhere. By balancing employee and citizen needs with budget-friendly solutions, DWS enables smarter communication, project management and overall productivity.

Quick tips for DWS success:

- **Manage devices:** Ensure endpoints are reliable, secure and easy to update
- **Personalize experiences:** Use data to tailor tools to how employees work
- **Collaborate smarter:** Use integrated platforms to connect teams across locations
- **Optimize costs:** Shift to predictable DWS spending models based on real-time usage

As a recognized DWS leader, we combine people, technology and operations-proven solutions.[6] We help your team work securely and smoothly, whether they're at headquarters, in the field or working remotely.[7]

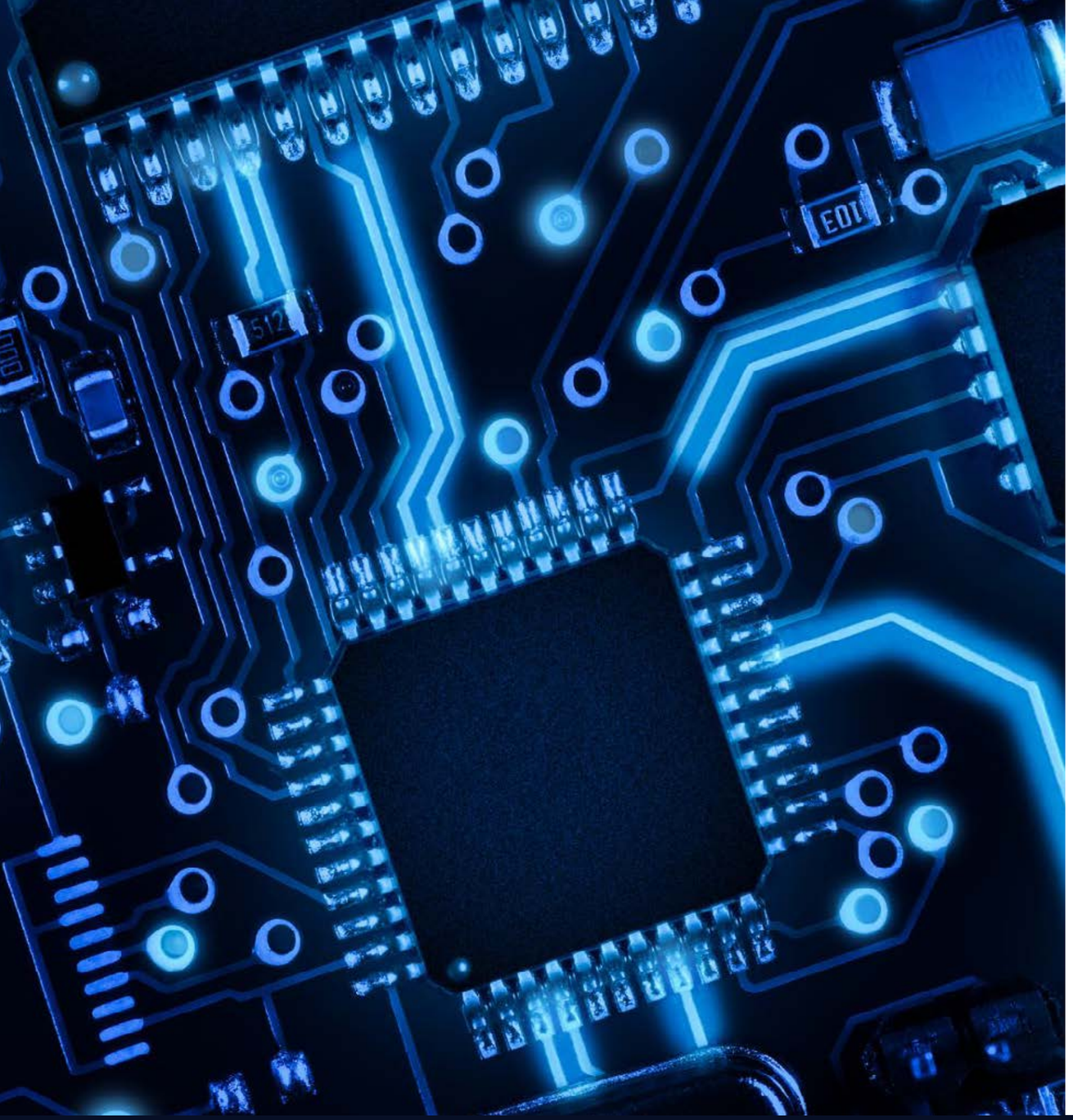
Meeting dynamic mission goals also demands flexible, responsive staffing strategies. That's where on-demand support teams bring agility to public sector service delivery.

Visit our website for a list of our full suite of DWS capabilities.

Smart procurement: Optimize government IT investment

To meet your priorities efficiently and on budget, you must optimize IT procurement. But it's important to get IT procurement right the first time, as retrofitting can demolish efficiency and balloon complexity and cost.

NTT DATA helps agencies streamline IT investments through expert procurement consulting. By combining purchasing, simplifying licensing needs and using IT support as a service, your agency can reduce costs while enhancing IT capabilities. We design and deliver strategies that stretch from infrastructure upgrades to automation and workforce transformation. Let us help you bring it all together.



Modern IT is the path to efficiency

Now is the time to redefine the future of government IT and how your agency achieves mission outcomes. Combining innovation, security and automation will help you realize efficiencies.

Through modern IT, agencies can avoid unnecessary spending while boosting employee productivity and citizen satisfaction. A trusted partner can help you increase efficiency, delivering streamlined and effective technology solutions.

We're an industry partner with proven experience in both the commercial and public sectors. We know how to move at the pace of business while tailoring technology to government needs. It makes us an ideal partner for digital transformation. Our comprehensive portfolio of IT solutions and services meets agencies' needs at the federal, state and local levels. From the cloud to on-premises infrastructure, our strategic mix of automation and AI, cybersecurity, workforce augmentations and workplace services offer precise and customized configurations to meet your needs and budgets.

As we look to the future of government IT, the next chapter will be written by those who modernize boldly, with purpose, vision and trusted partners to guide the way. With NTT DATA as your partner, the future of government technology is not only efficient, it's transformative. We'll help you deliver results that drive progress and enrich the citizen experience.

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