

# Transform government services with personalized communications

Modernize citizen engagement and agency operations with secure, cloud-based communications that are AI-ready, compliant, and built for digital government



## Benefits

- Deliver personalized, compliant citizen communications
- Scale securely across cloud, hybrid, or off cloud
- Accelerate time-to-service with AI-assisted authoring
- Improve collaboration, compliance, and productivity

Government CIOs must balance executive mandates, cybersecurity, and citizen service expectations—all with limited resources. Outdated systems and fragmented tools hinder progress. OpenText™ Communications helps agencies modernize by enabling secure, AI-ready, digital-first communications across all channels, improving compliance and transforming the citizen experience.

## Comply with mandates while lowering costs

Communicating with constituents often requires manual, time-consuming steps as government employees must tap into multiple systems for a single notification. With OpenText Communications, agencies can streamline this critical work with an all-in-one platform. This reduces integration headaches, lowers IT spend, and accelerates progress on accessibility and digital experience mandates.

### **Deliver personalized, digital-first citizen engagement**

Citizens expect timely, tailored interactions—whether renewing a license, applying for benefits, or receiving emergency notifications. OpenText Communications enables agencies to deliver ultra-personalized, compliant content across any channel. With Experience Aviator™, agencies can use AI-assisted authoring to improve readability, sentiment, and accuracy while maintaining trust.

### **Improve collaboration, compliance, and operational speed**

Government processes require coordination between legal, compliance, IT, and citizen-facing teams. OpenText Communications offers a web-based, collaborative design and approval environment where roles can be defined for control and security. Agency-wide language can be updated once and applied everywhere, reducing risk and ensuring consistent messaging.

### **Scale securely in any environment**

From high-volume transactional mailings to real-time digital updates, OpenText Communications supports cloud, hybrid, and off-cloud deployment. Agencies can scale services to millions of notifications, run batch processes with sub-second speeds, and ensure resilience while protecting sensitive citizen data with built-in compliance safeguards.

### **Elevate citizen communications**

With OpenText Communications, government agencies can transform how they connect with citizens—delivering personalized, secure, and compliant services across every channel. By uniting AI, cloud scalability, and proven compliance controls, OpenText helps governments modernize faster, comply with mandates, and elevate the total citizen experience.