

Liferay: A Flexible Path to a Modern Digital Experience for Government Agencies

Many agencies are striving to offer more modern, personalized, and responsive experiences to the citizens, employees, and businesses they serve. They increasingly understand that delivering a good customer experience has important benefits beyond simply meeting people's rising expectations — it also leads to better customer engagements, citizen trust, and mission outcomes. Leaders at the Veterans Affairs Department, for example, understand that the difference between a good and bad customer service can even translate into life or death when it comes to the mental health, support, and treatment of veterans today.

Recognizing this, governmentwide initiatives such as the President's Management Agenda (PMA) and the 21st Century Integrated Digital Experience Act (IDEA) are pressing agencies to meet specific objectives as they improve their digital experiences for citizens, employees, and other stakeholders. These objectives include: modernizing websites, improving customer satisfaction with federal digital services, offering customers more self-service options, and enabling users to track their status and get estimates of waiting and response times. Yet, many agencies struggle to meet these goals due to constraints brought on by legacy systems, fragmented data, outdated data, or an inability to personalize digital services for specific individuals.



The U.S. Navy's Sea Warrior Program Office replaced a group of legacy portals with a modern, consolidated solution based on Liferay DXP, creating a single site for Navy career management information. The solution:

- Consolidates human resources, education, and training information in a single interface
- Automatically personalizes homepages and permissions according to rank
- Improves web experience for 870,000 potential users

Liferay DXP

Liferay's DXP (Digital Experience Platform) offers a seamless, integrated way to meet these challenges while supporting federal agency digital transformation strategies, including the specific mandates of the PMA and 21st Century IDEA Act. With Liferay DXP, agencies can build modern, responsive citizen, personnel, self-service portals and websites on a modern platform that is secure, responsive, and intuitive:

-  **Intranets:** Create protected, customized intranets that enable employees to find the information they need when they need it, speeding productivity, increasing efficiency, and raising job satisfaction. Secure, modern intranets help employees better manage their benefits and career planning, for example, which can mean higher satisfaction and better employee retention.
-  **Service portals:** Build specialized portals that authenticate users so they can securely access appropriate, useful information, and collaborate with others. Such personalized portals, whether for citizens or government employees, can make it easier for users to quickly find what they need, thus increasing trust and improving mission outcomes.
-  **Websites:** Design sites that appeal to citizens and employees, improve user experience, and boost engagement. More appealing websites also efficiently deliver services, freeing employee time.

Why Liferay

Liferay helps agencies provide digital experiences that increase user trust and satisfaction, improve mission execution, and reduce costs. Through its rich experience in portal development, the company has a deep and thorough understanding of the unique needs of government digital experiences. Liferay has built Liferay DXP as an integrated product from the ground up, rather than cobbling together a collection of point solutions over time. Recognized as best in class by Gartner's Magic Quadrant for Digital Experience Platforms for the last 10 years, this enterprise-grade platform is one of the world's most popular open-source software platforms for digital services and citizen experience. The platform provides agencies everything they will need to build sites that offer the right information to the right person at the right time.

-  **Integrated:** Leverage APIs, RESTful APIs, message bus, and other Liferay tools to bring together fragmented data and disparate systems, bridging modern apps with mission-critical legacy systems and even homegrown software. Integrate multiple logins for different apps with single sign-on (SSO) capability.
-  **Modular:** Modular architecture increases efficiency, saves costs, and enables content to be easily updated and re-purposed. Create forms and automate repetitive processes.
-  **Open source:** The company's active open-source community continuously contributes to and improves the code base.

-  **Cloud-based:** Cloud architecture simplifies infrastructure management, speeds development and scales easily as traffic grows.
-  **Secure:** Liferay adheres to secure development process, adopts OWASP and CWE/SANS security standards, conducts robust security testing and verification, and meets EU General Data Protection Regulation (GDPR), ISO 27001, and SOC 2 standards.
-  **Customizable:** Use the no-code interface that comes with Liferay or build your own applications in a low-code environment.



This government-wide, public-facing website, managed by the Health and Human Services Department, consolidates information on more than 1,000 federal grant programs. Faced with an ineffective legacy system, HHS chose to host grants.gov on Liferay DXP, improving search and user experience. It is now the fourth most highly trafficked government website, with 4 million visitors a week. The site:

- Integrates 17 legacy solutions into one platform
- Improves search and user experience led to a 98-percent increase in usage
- Enables collaboration across 26 federal agencies

About Liferay

Liferay helps organizations solve digital challenges with omnichannel intranet, portal, commerce, and integration solutions. Our platform is open source, which makes it more reliable, innovative, and secure. We try to leave a positive mark on the world through business and technology. Thousands of organizations in financial services, healthcare, government, insurance, retail, manufacturing, and multiple other industries use Liferay for one platform, endless solutions.

Learn more about how Liferay helps government agencies at liferay.com/solutions/industries/government

Liferay is available on GSA's Schedule 70 and SEWP via Carahsoft. Learn more at carahsoft.com/vendors/liferay