slalom | INDUSTRY OUTLOOK

Government

In 2025, all levels of government are accelerating efforts to provide seamless, outcome-oriented experiences—delivering services that are accessible, intuitive, and responsive to the needs of the communities they serve. By advancing data integration and sharing, agencies can address resident needs holistically, ensuring that every interaction strengthens trust across diverse populations.



Top trends in government

01 **Creating community-centric, digital-first experiences**
Residents expect seamless digital services similar to their favorite apps. Agencies are digitally transforming to deliver smarter digital interactions, from first contact through every touchpoint.

02 **Ensuring interoperable, seamless service delivery**
Data sharing and integrated systems, coupled with co-located multidisciplinary teams, enable fast, accessible experiences that ensure communities quickly and easily get the support they need.

03 **Leveraging responsible, regulated AI**
AI isn't the future—it's already here. By leveraging the potential of AI responsibly, agencies are enhancing services, optimizing decision-making, and solving today's toughest challenges.

04 **Accelerating innovation through collaborative, cross-sector partnerships**
Big problems need bold partnerships. Collaboration with private and nonprofit sectors is driving bold innovation to meet growing community needs.

05 **Reinforcing resilient infrastructure**
Resilience isn't optional, and it's not a onetime investment. Modern systems bolster resilience, protecting communities from physical and digital threats.

06 **Equipping the government workforce for the future**
Governments are addressing workforce gaps by reskilling employees to meet evolving community needs and expectations, creating pathways to prepare future workers to provide critical services.

07 **Driving smart, adaptive financial governance**
Budgets are tight, and demands are rising. Innovative, accountable approaches to financial management are helping government do more with less—while delivering for communities.

Get the full outlook here: **slalom.com/gov-outlook**

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WHO WE ARE

Slalom is a fiercely human business and technology consulting company that teams with leaders who expect more. **So we bring more.**

WHAT WE DO

From strategy to implementation, our approach is fiercely human. We partner with market leaders and emerging players as they navigate uncertainty and strive for growth.

HOW WE'RE DIFFERENT

We take love seriously
So seriously that we measure customer love in 10 dimensions and use those metrics to guide our actions.

Head and heart in everything we do
We show up authentically and get to know you, always leading with empathy and kindness.

Deep connections, better outcomes
Our thorough understanding of partner technologies and priorities drives trusting relationships and exponential impact.

Momentum that outlasts us
We work with your teams every step of the way, teaching and empowering them to continue the momentum even after we leave.

Local soul, global scale
Because we live where we work, we're committed to our local communities and your long-term success—while also staying connected globally.

LOCATIONS

We have over 10,000 team members in 12 countries and 52 local offices around the world.



PARTNERSHIPS

We partner with over 700 of the world's leading technology providers to create extraordinary results for government leaders like you.

aws
databricks
salesforce
Google Cloud
snowflake
Microsoft

CUSTOMERS

Our public and social impact customers include state and local governments, public education systems, youth programming organizations, food bank networks, government agencies, and more.

CHICAGO
DENVER THE MILE HIGH CITY
United Nations
LACITY.GOV
U.S. Citizenship and Immigration Services
DMV DRIVING NEVADA

Learn more on **slalom.com/gov-outlook** or reach out to **Gretchen Peri** (gretchenp@slalom.com)