ManageEngine

ITCON

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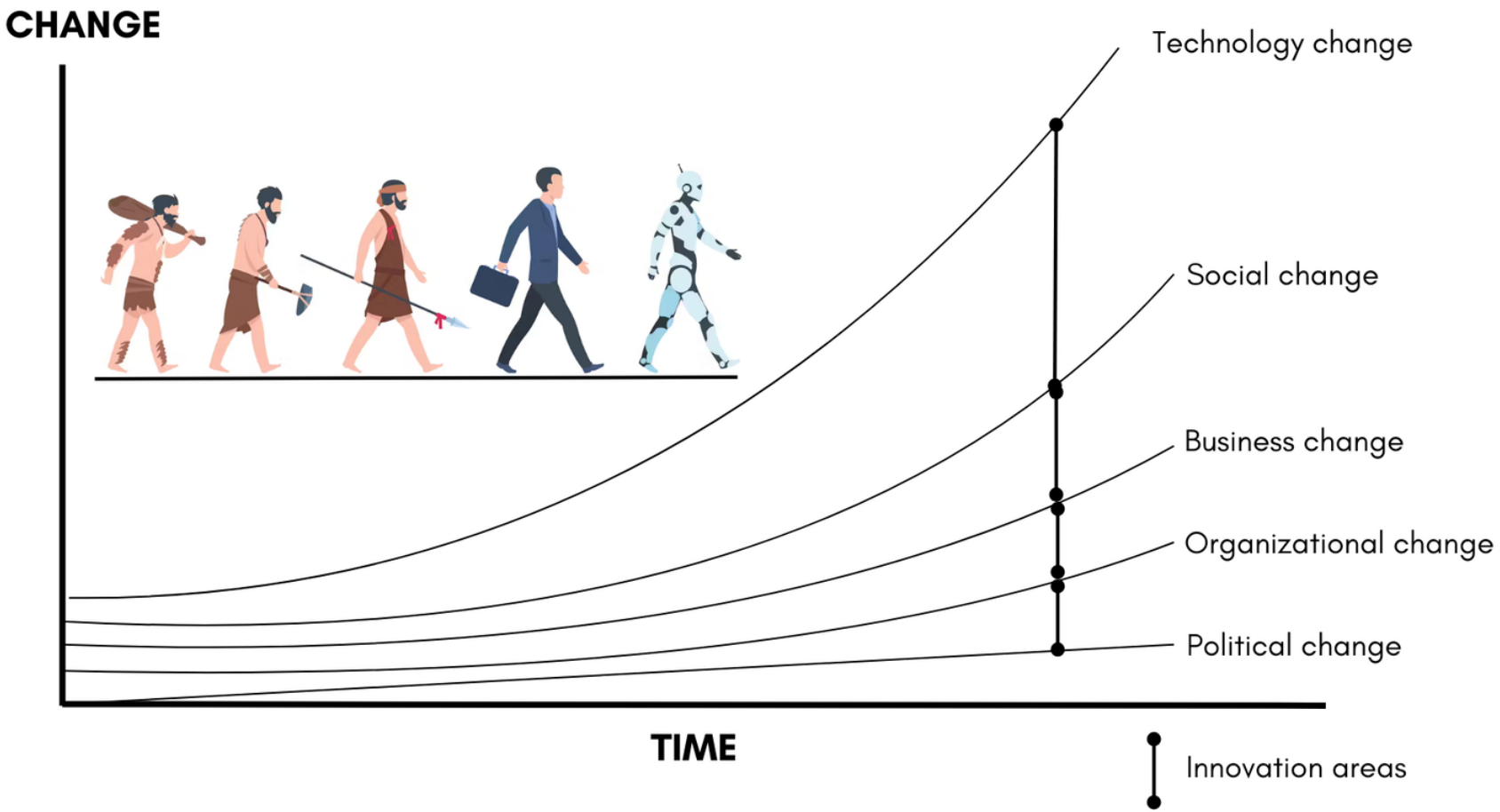
Introduction

Digital Transformation at Large Scale—What it Really Takes

Which factor has contributed the most to **global societal empowerment** over the past century?

Transformation: Humans' reaction to change



Our civilization adapts to technology **faster** than the systems that support it.

What does this mean for governments(Large Scale)?

Imagine a citizen applying for a government service.

Renewing a license.

Requesting a certificate.

Accessing a public record.

For that citizen, the expectation is simple:

The system should work instantly.

It should be secure.

And it should be easy to use.

Behind that one interaction is an entire system at work:

- Identity verification
- Application systems
- Data exchange across departments
- Security and compliance layers
- Network infrastructure
- Operational monitoring

Behind that one interaction is an entire system at work:

All working **together, in real time.**

This is what modern transformation looks like.

Deeply interconnected systems working together to deliver seamlessly.

Modern governments are not just delivering services.

They enable society to function through
reliable digital systems.

Some governments have gone as far as digitizing even the most complex life events.

Let’s take a real example.

In Estonia, one of the most digitally advanced governments in the world, nearly all public services are available online.

Even processes like divorce filing has become accessible through digital systems.

Yahoo Finance Insight:

Since its launch, 53% of divorce applications have already been filed online, reflecting the efficiency and convenience of the service.

"Digitalizing divorce is a reflection of Estonia's commitment to making even the most complex life events simpler and more accessible. It's not just about technology; it's about creating services that meet people's needs during challenging times"
— Enel Pungas, Head of the Population Facts Department at the Estonian Ministry of Interior <source>

Technology makes such outcomes possible.
Intent makes them real.

The will to redesign systems around citizens.

So how do we recognize a truly **digitally transformed government**?

The **signals** show up in how the country operates day to day.

Proactive: Anticipates needs and acts before issues arise, rather than reacting after the fact.

Integrated: Services and systems operate as connected ecosystems, not isolated silos.

Real-time: Decisions, services, and responses happen continuously with live data and intelligence.

Trust fabric: Security, privacy, and reliability are embedded into every layer of digital interaction.

Will to act: Strong execution capability to convert insight into action quickly and consistently.

While these traits define a digitally transformed government, achieving them at national scale introduces real **complexity**.

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Scale: Serving millions of citizens across diverse needs and regions.

Digital divide: Ensuring inclusive access to digital services for all.

Cybersecurity: Rising threats as systems become more connected.

Technology dependency: Maintaining sovereignty, resilience, and long-term sustainability.

Skills gap: Continuously evolving public sector capabilities while sustaining service delivery.

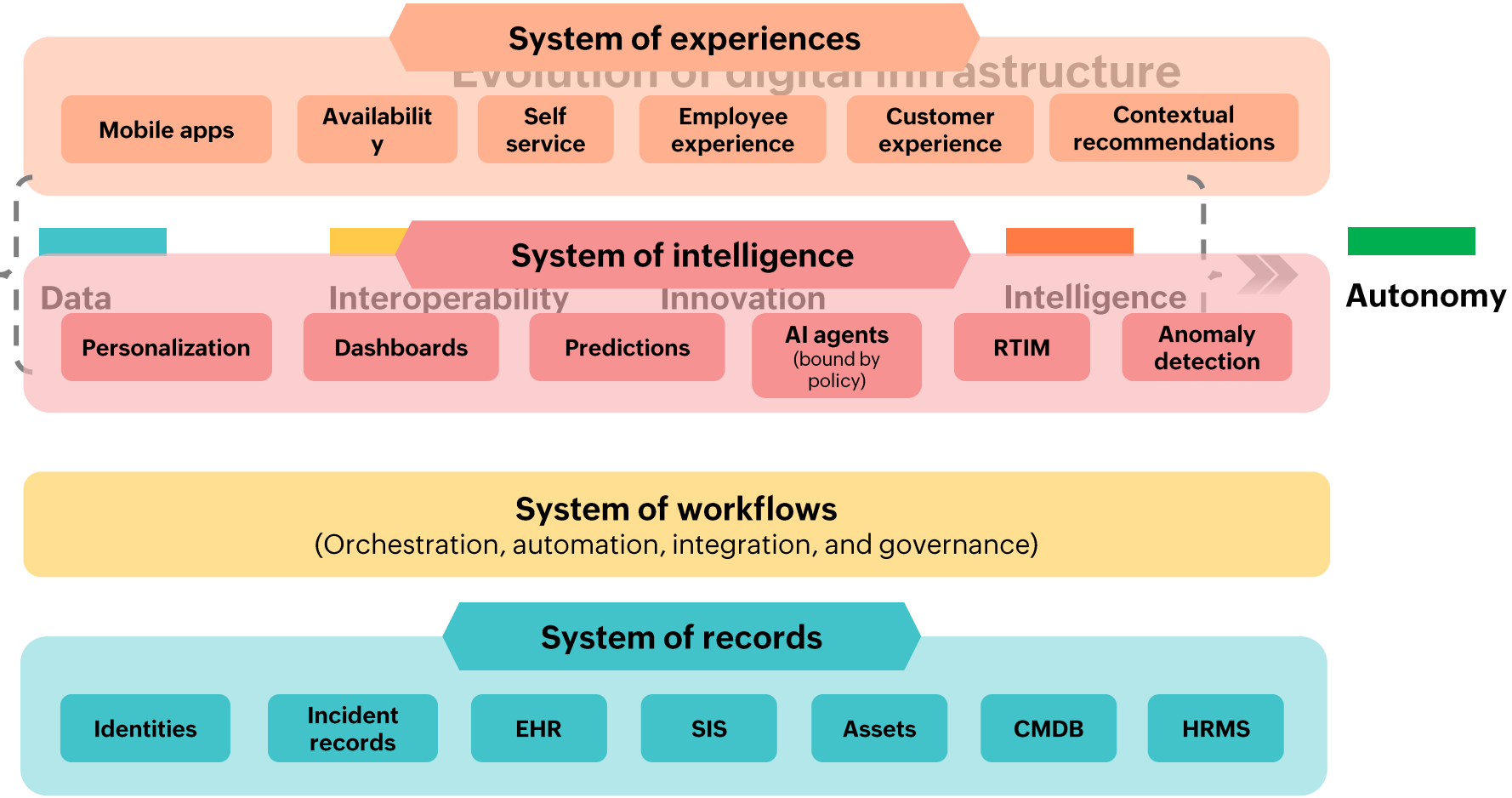
These challenges reinforce that digital transformation is not a short-term effort, but a **long-term institutional evolution**.

When pursued effectively, these enables tangible business outcomes:

- Faster, more efficient service delivery
- Greater operational transparency and improved decision-making through real-time visibility.
- Higher efficiency and lower operational cost by reducing manual processes and system fragmentation.
- Stronger regulatory control, compliance, and digital sovereignty over critical infrastructure and data.
- Most importantly, increased **user trust**

How can ManageEngine help?

You build the infrastructure.
We help you run it **reliably**.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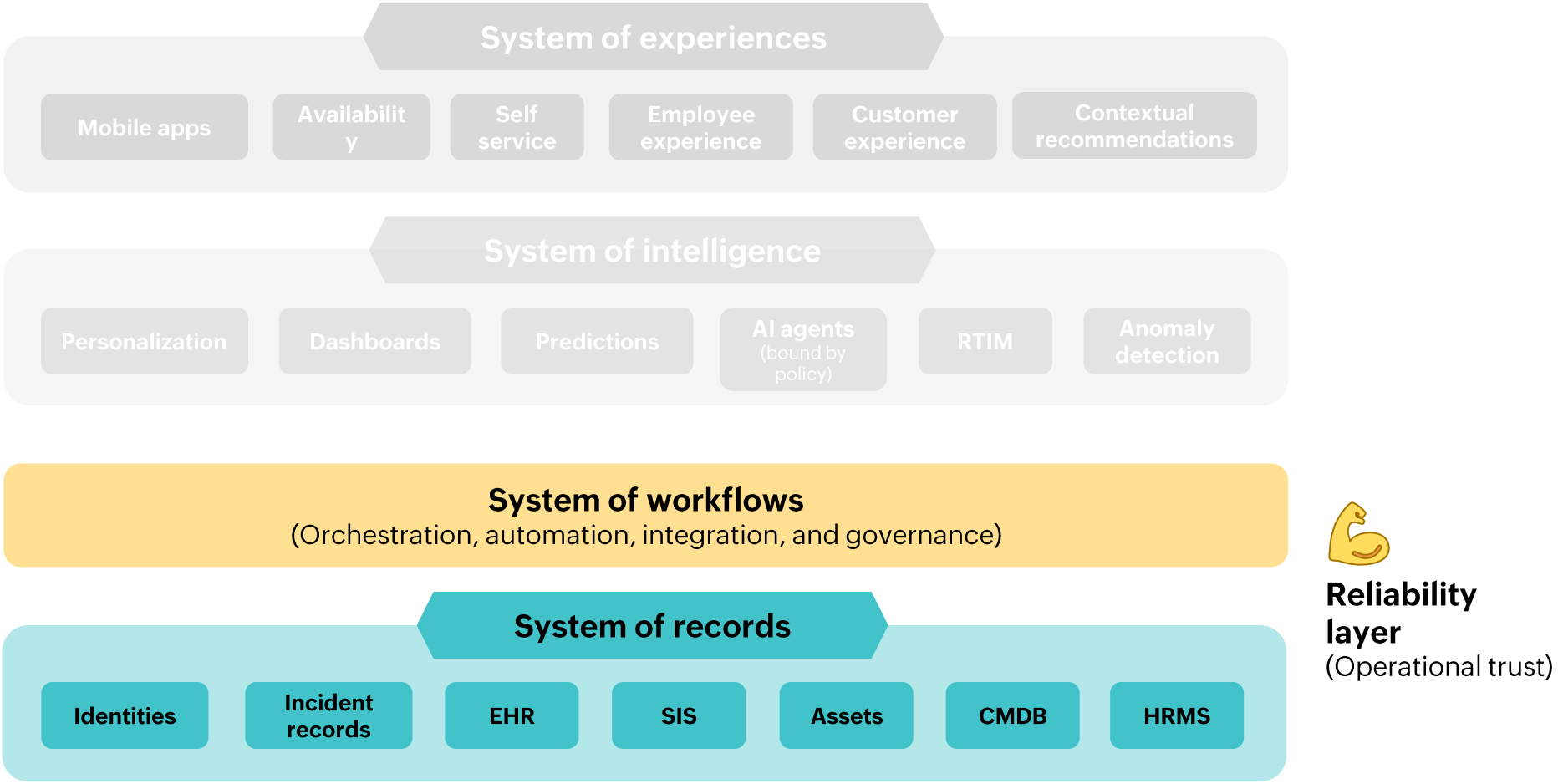
Mobile apps
Availabilit y
Self service
Employee experience
Customer experience
Contextual recommendations
System of intelligence
Data
Interoperability
Innovation
Intelligence
Personalization
Dashboards
Predictions
AI agents (bound by policy)
RTIM
Anomaly detection
Autonomy
System of workflows
(Orchestration, automation, integration, and governance)
System of records
Identities
Incident records
EHR
SIS
Assets
CMDB
HRMS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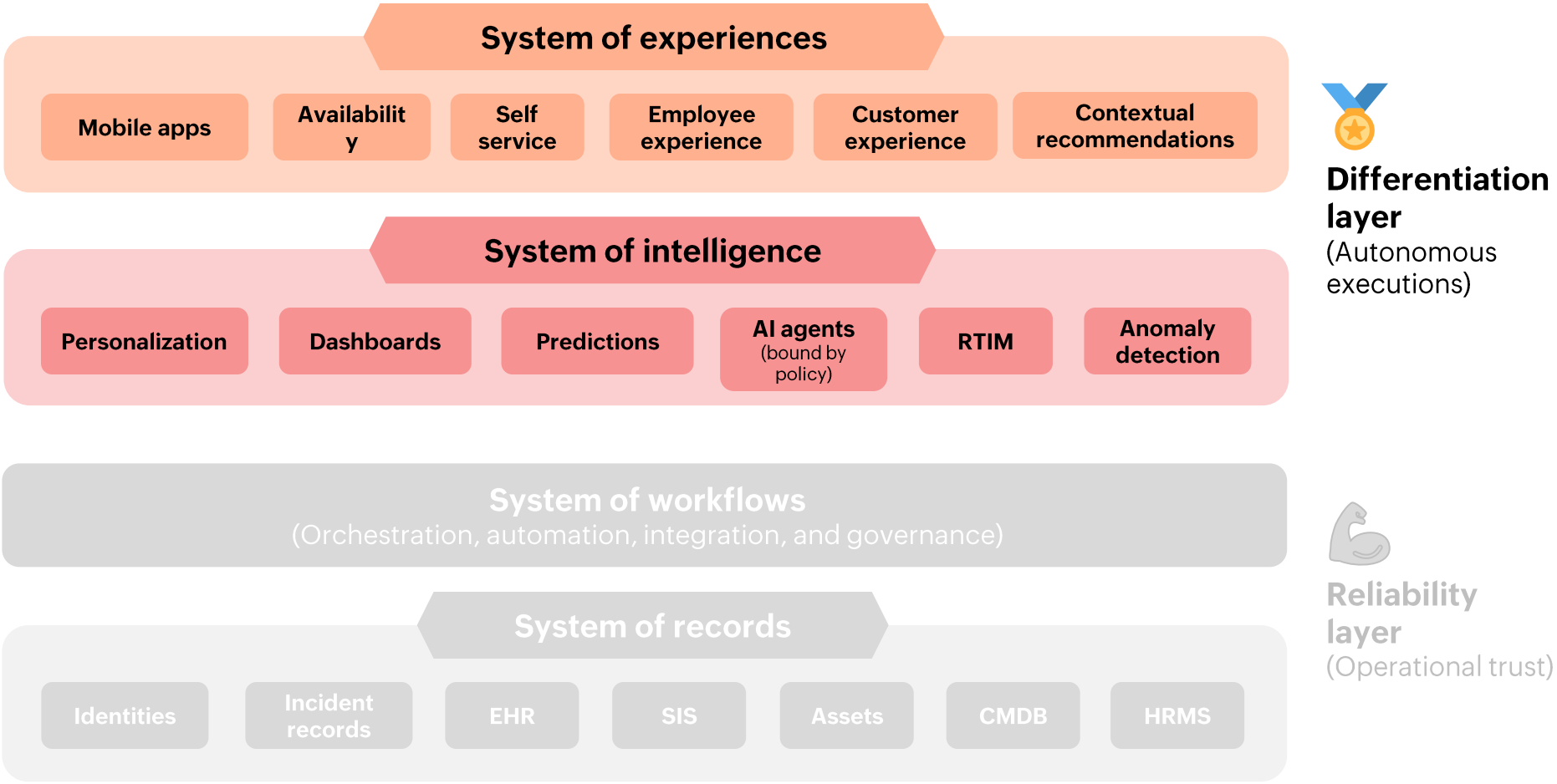
Reliability layer
(Operational trust)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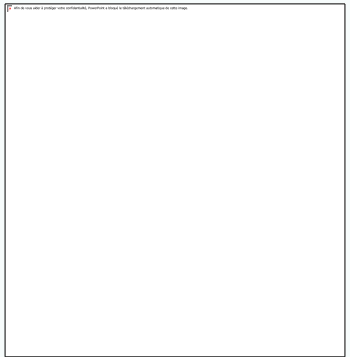
Differentiation layer
(Autonomous executions)
Reliability layer
(Operational trust)

Differentiation is unlocked only when **reliability** is foundational to the infrastructure.

ManageEngine helps you **build** that reliability layer of your infrastructure.

How?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Factors that influence high **reliability** of the technology infrastructure

- Operational governance
- Endpoint intelligence
- Security reflex
- Identity trust fabric
- Situational awareness
- Decision intelligence
- Workflow agility

ManageEngine helps run and secure complex digital environments at scale.

Unified service management

Unified endpoint management and security

Security information and event management

Identity and access management

Full-stack observability

Advanced IT analytics

Low-code app development

Take control of your IT

Monitor, manage, and secure your enterprise with ManageEngine's AI-powered IT management solutions

Unified service management

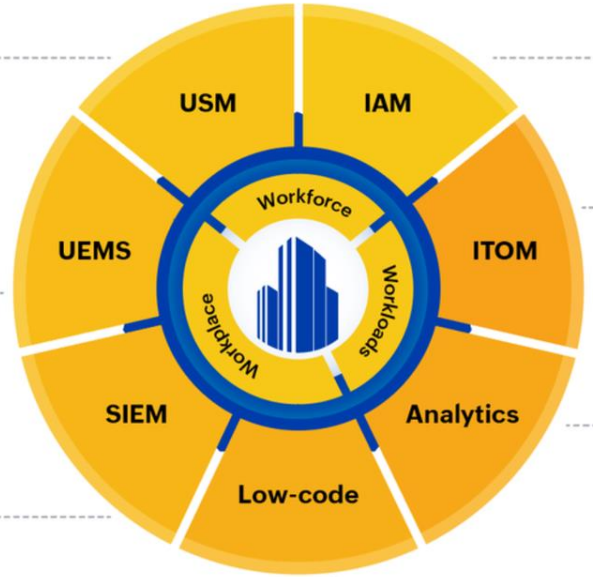
Enhance your service delivery workflows through industry-recommended ITSM best practices, powerful orchestration, and native AI capabilities.

Unified endpoint management and security

Manage, secure, and control all your endpoints across diverse functions like end-user computing, cybersecurity, governance, risk and compliance, I/O, and more.

Security information and event management

Detect, investigate, and respond to security threats with UEBA, threat intelligence, and log monitoring. Be compliant with standards and mitigate risks with audit-ready reports.



Identity and access management

Manage, govern, and secure digital identities across your organization with identity orchestration, privileged access security, CIEM, MFA, SSO, role-based access controls, and more.

IT operations management and observability

Achieve visibility across your network and application stack with AI-driven observability. Proactively resolve issues, optimize performance, and enhance IT security.

Advanced IT analytics

Visualize every facet of IT effortlessly. With decision intelligence, preemptively identify and tackle risks, and gain practical contextual strategies for operational bottlenecks.

Low-code app development

Extend the capabilities of your IT process by combining low-code and GenAI. Rapidly address IT challenges and innovate with minimal coding, making your organization more agile.

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Localized execution with global presence	→	Combining international expertise with region-specific deployment and support models

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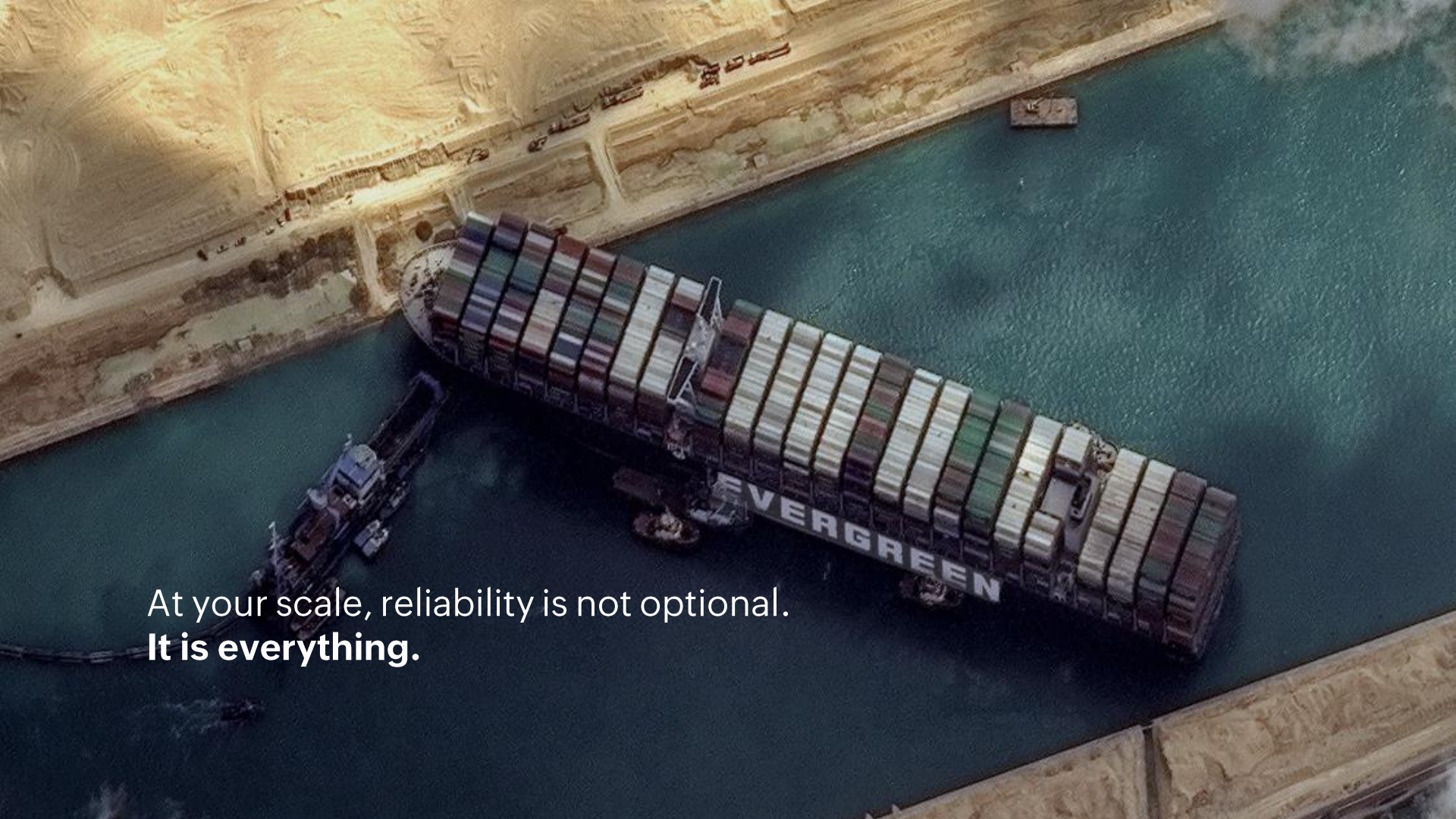
Long-term continuity	→	Designed for stability and sustained modernization over decades rather than short product cycles
Self-sufficient operational models	→	Enabling governments to retain full control over their infrastructure and reduce external dependency

We don’t replace your systems.
We **strengthen** the foundation they run on.

Because at this scale,
even small disruptions matter.



At your scale, reliability is not optional.
It is everything.

ManageEngine

Thank you

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Regional Director