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AST and Center for Digital Government Survey Finds Critical Role of Digital Transformation in Business Resilience, Cost Efficiency, and Delivery of Modern Services Post-Pandemic

Lisle, IL August 1, 2021: AST today announces the results of a market survey conducted in partnership with the Center for Digital Government (CDG). The survey of key IT leaders across state and local government agencies, on the topic of Purposeful Digital Transformation in the aftermath of the COVID-19 pandemic, demonstrates the rising importance of digital transformation and a recognized need to adopt more digital services for citizens.

The results of the survey show that more than 80% of the responding state and local technology leaders agreed that digital transformation has been prioritized as more important or mission-critical for their organization since the pandemic. Additionally, more than a quarter of respondents say an improved citizen experience is the top need that drives their digital transformation efforts. Providing digital services not only improves the citizen experience, but also helps governments overcome issues faced during the COVID-19 pandemic and prepare them for future disruptive events.

The survey findings serve as the foundation for an in-depth guide, [Accelerating Digital Transformation to Navigate Business Disruption](#), in which AST and CDG examine how agencies can map their best path to the cloud, embrace the new digital workforce, and leverage AI and automation to “do more with less”, based on the new needs of employees and citizens post-pandemic.

“The results of this survey validate what our team has been witness to since the beginning of the pandemic,” says Jennifer Mascari, SVP of Public Sector Business Development at AST. “Organizations must now focus on no-touch services to their constituents. Where they previously had a primarily manual process in place, we are now in this new reality where those methods have to be replaced for a variety of reasons – safety and cost efficiency being primary drivers. It’s about greater access to services, yes – but, also improving the experience for citizens to drive critical outcomes for government.”

About the Center for Digital Government

The [Center for Digital Government](#), a division of e.Republic, is a national research and advisory institute on information technology policies and best practices in state and local government. Through its diverse and dynamic programs and services, the Center provides public and private sector leaders with decision support, knowledge, and opportunities to help them effectively incorporate new technologies in the 21st century.

About Applications Software Technology (AST) LLC

AST is an award-winning, full-service enterprise solution provider, guiding digital transformation for clients in the Government and Commercial Sectors for more than two decades. Clients look to AST for leadership and

assistance in transforming their organizations via software solutions, process engineering, and change management. From cloud technology to legacy on-premises applications, AST's services encompass all aspects of SaaS, PaaS and IaaS. AST also offers flexible Managed Services, supporting the needs of over 200 customers around the globe.