



the results company

SERVICE OFFERING

# Elevate Citizen Services with HSO + Microsoft

## Proven solutions delivered by trusted partners

As a government entity, you face growing demands to provide expanded, high-quality services and improved outcomes for the people you serve. Today’s citizens require greater efficiency and accountability in the way you handle issues and requests while contending with tight budgets and limited resources.

*Your people need technology solutions that help them do their jobs more efficiently and effectively —which benefits your citizens.*

Microsoft’s comprehensive solutions for government, implemented by HSO, an award-winning Microsoft partner, address all aspects of your operations—from how data is stored and managed to how you interact with the agencies, partners, and people you work with and serve.

Microsoft Dynamics 365	Microsoft Power Platform	Microsoft Azure & Power BI	Microsoft Copilot & Copilot Studio
Operational applications	Low/no-code building blocks	Data management & analytics	Artificial intelligence

## Florida Strengthens Public Services with HSO + Microsoft

HSO, in partnership with Microsoft, has been supporting **statewide modernization efforts in Florida for over two years**—delivering applications across a range of departments and agencies through multiple ongoing engagements. These projects address **critical functions such as licensing and permitting, citizen engagement, case management, scheduling, and reporting.**

By consolidating legacy systems and introducing low-code, cloud-based platforms like Microsoft Power Platform and Dynamics 365, these efforts are:

- ✓ Reducing manual processes and operational costs
- ✓ Enabling scalable, secure, and data-driven services
- ✓ Enhancing transparency and citizen experience
- ✓ Building a long-term foundation for sustainable innovation

Backed by Microsoft’s government-grade cloud and HSO’s public sector expertise, Florida agencies are transforming the way they serve citizens—faster, smarter, and more efficiently.



# Equip your organization for improved service and increased efficiency

A true solution is more than a software application. That's why HSO and Microsoft are the ideal partners for governments. We build and deliver comprehensive solutions—**supported by a solid cloud infrastructure, data architecture, and AI**. With HSO and Microsoft, you get a “360” solution that addresses every need:

**Case Management.** Solutions that address any social services need, coordinating information across all entities involved and at every phase, from intake assessment to outreach and performance evaluation.

**Loan Management.** A solution that addresses critical components of loan management—approving, disbursing, collecting on, and monitoring the availability of funds—backed by a robust ERP platform.

**Licensing and Permitting.** Solutions that automate and streamline consumer service management, including permits and licenses—unifying data and providing a 360° view of citizens, creating a seamless experience.

**Information Accelerator.** A cloud-based platform that enables you to build and deploy connected applications to enhance service delivery across the organization, make data-driven decisions to improve outcomes, ensure your data and processes are secure and compliant.

**Finance & Supply Chain.** Solutions that address all areas of finance and supply chain management: Vendor Contract Management, Procurement, Loan Management, and advanced finance like Project Accounting.

**Citizen Inquiries/Contact Center.** Solutions designed to manage and respond to citizen requests, provide proactive outreach, and empower citizens to get more involved in the community.

**Power Platform for Government.** A no-code/low-code platform that enables you to address new requirements, re-imagine processes, and retire legacy systems quickly and efficiently. Our Power Platform solutions include:

- *People Accelerator* – This toolkit extends legacy HR solutions, providing features for the day-to-day management of scheduling, skill matching, and activities.
- *Vendor Portal* – With centralized data, this portal provides vendors with a one-stop shop with real-time access to information, forms, etc. and streamlined communication.
- *Legal Case Management* – An end-to-end solution that handles case and matter intake, conflict searching, information tracking, document management, and analytics.

**Data, AI, and Analytics.** A comprehensive suite of data and analytics offerings that empowers you in your data-driven journey to drive digital transformation and growth.

**Government Cloud Migrations.** Move to the Microsoft Government Cloud for robust security, regulatory compliance, and data management, with high availability and seamless integration with Microsoft tools.

## Interested in learning more? Contact us.



**Alexander Bartnesky**  
Sr. Client Account Executive  
abartnesky@hso.com



**Michael Perez**  
Sales Executive  
mperez@hso.com



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**Empire State Building**  
350 5th Avenue, Suite 6902  
New York, NY 10118

**T 212.502.3900 | info-us@hso.com**