

NEOGOV

THE ROLE OF I.T.

IN ENABLING A REMOTE PUBLIC SECTOR WORKFORCE

2020

THE TIME FOR MODERNIZATION IS NOW

Let's face it -- things are not the same today in the world as they were a year ago. And even then, many government and higher ed human resources departments struggled with aging systems and manual processes, which hindered productivity and created unnecessary roadblocks.

It's never been more apparent than it is now that technology needs to be modernized to keep organizations running in the face of a crisis, and IT should be leading that charge. According to a recent report from Gartner, **the "responsibility for workforce digital dexterity lies with the IT organization," and taking ownership of that responsibility "can deliver unparalleled value back to the organization."** In this new era, IT is not simply along for the ride when it comes to HR software decisions, but instead must be a leader in effecting positive change.

By weighing in early on critical decisions relating to managing workforces digitally and remotely, you can guide HR's path to digital transformation swiftly and efficiently, setting the entire organization up for success.



IT STARTS WITH HR

Because of COVID-19, the need to build an infrastructure that facilitates managing a remote workforce is now being deemed essential. Whether it's a second wave of the pandemic, a natural disaster, or another unforeseen crisis that looms, people must be prepared to do their jobs from anywhere. For IT leaders, that means a focus on technology that supports the department responsible for the effectiveness and wellness of the entire organization -- human resources.

With NEOGOV's product suite, every aspect of HR's role that was previously done in the office can be done easily from the cloud. Whether it's enabling a better remote feedback loop between managers and employees, providing learning and certification opportunities via the cloud, or creating a knowledge base easily accessible from anywhere, NEOGOV makes for a better functioning workforce.



BUILT FOR PUBLIC SECTOR HR TEAMS

Our products are made up of three modules -- Recruit, Develop, and Manage. Each module supports all aspects of the employee lifecycle, while ensuring the highest standards of compliance.

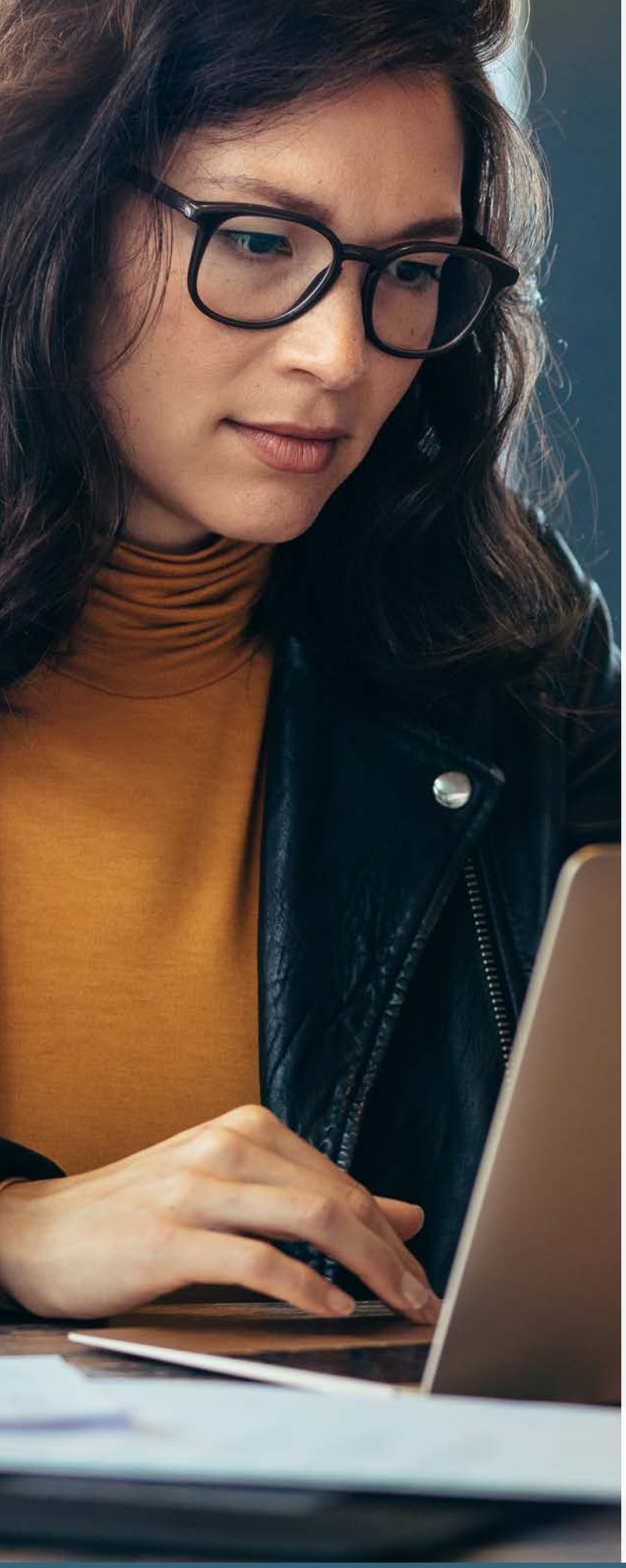
Public sector HR professionals are bound by precisely defined processes and compliance requirements different from the private sector, so it's critical to choose software with functionality that supports them. NEOGOV was built from the ground up with the public sector in mind, so there's no need for additional development to accommodate public sector HR's specific processes.

"There's a very big difference between a vendor who's private sector focused and one that ***understands the particular nuances of the public sector*** *like NEOGOV."*

SUSAN KADERA, COUNTY OF NEVADA, CA

PLATFORM HIGHLIGHTS

- Move HR's collective resources to the cloud using a Software as a Service (SaaS) platform that's **always the latest version**
- Provide a **digital employee support system** with onboarding, check-ins and reviews, administrative requests, assigning training, and more
- Empower HR to administer and manage payroll, benefits, and time and attendance in a **single, centralized system**
- **Digitize the recruitment and hiring process** with online applications, interview scheduling by email or text messaging, sending electronic offer letters, and rich analytics
- Support all employees across the organization with a **highly secure self-service portal** where they can complete timecards, submit leave, and elect benefits online



BENEFITS OF NEOGOV FOR I.T.

At NEOGOV, we are aware of the paramount role IT plays in deploying new technology and processes within an organization. That's why we're committed to making the NEOGOV experience just as beneficial for you as it is for HR.

NEOGOV's SaaS platform won't disproportionately impact the IT team. The need to update software, maintain security protocols and certification standards, and bug testing will not increase as a result of moving to NEOGOV's products because we handle all of that from our side, effectively becoming an extension of your team.

Plus, NEOGOV's tools are intuitive and easy to use regardless of the employee's technical skill set. When there's an issue, they call our customer support department and speak with a live person -- meaning you won't be inundated with troubleshooting requests.

*"I consider the NEOGOV staff as **part of my team**, helping me provide the best experience for our applicants and employees."*

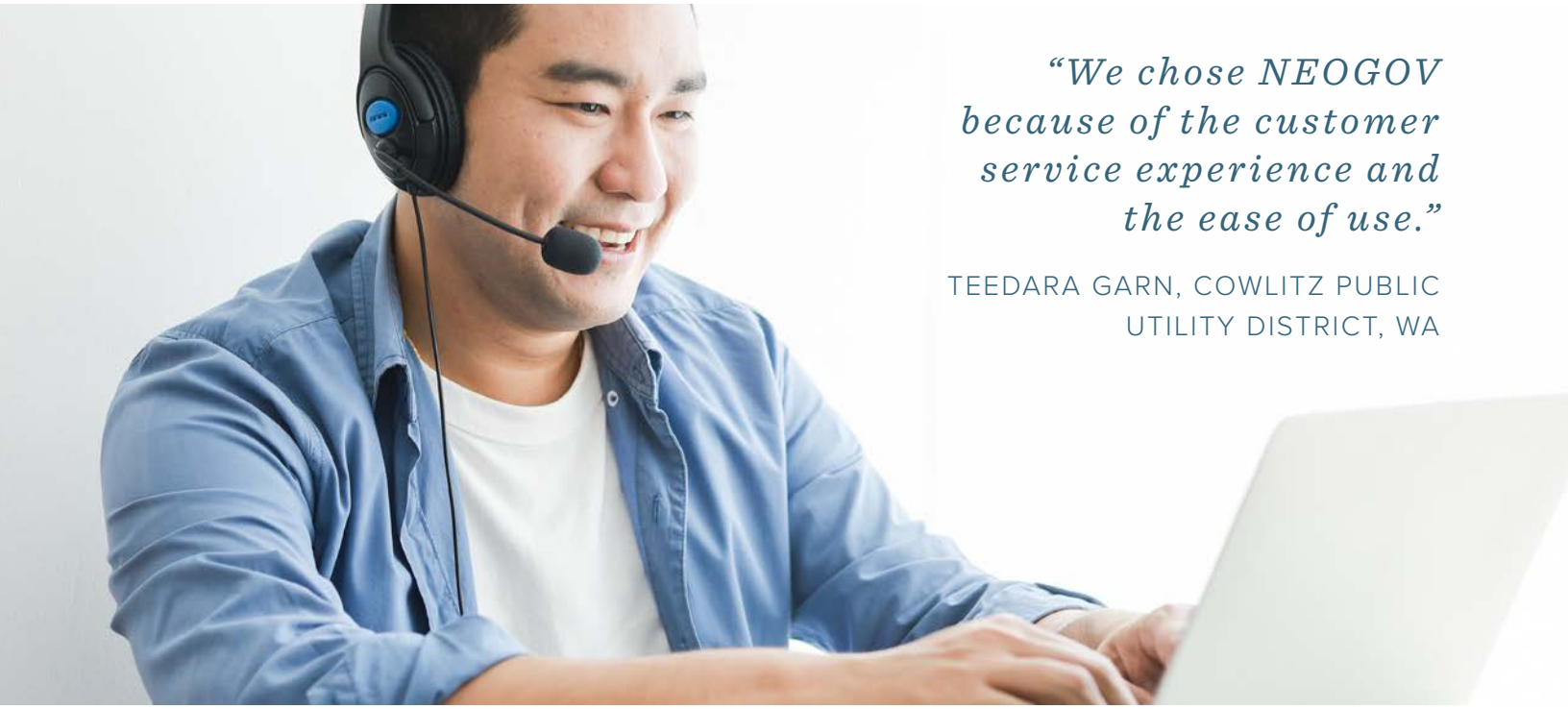
KRISTA DEUR, HOPE COLLEGE

HOW NEOGOV ADDRESSES I.T.'S NEEDS

IT CONCERN	NEOGOV SOLUTION
Overall Management of Processes	SaaS Platform -- Infrastructure completely cloud-based & managed by NEOGOV; background checks & security training are mandatory for NEOGOV staff; sensitive/PII data not available to NEOGOV staff
Compliance	SOC2 Type II 5 Principles certified; NIST 800.53 Low certified
Updates & Fixes	NEOGOV updates are handled by the NEOGOV team – IT is hands-off and can rest assured everything is being handled up to the public sector standard; internal and external security scans weekly; automatic patches released monthly; third-party penetration test annually; ongoing Bug Bounty program
Servers & Security	Information stored on servers within FISMA-certified data centers in the U.S. (California & Virginia); all data encrypted at rest and in transit, with up-to-date ciphers; NEOGOV acts as a processor but does not claim ownership of agency's data
Ease of Use & Access	SAML 2.0 ready for single sign-on from anywhere; configurable role-based access and permissions within product; user password expiration date customization (default 6 mos.); easy to use, whether you're an IT pro or a novice in another department
Integrations	Integration-friendly -- NEOGOV has pre-built connectors for most leading HR solutions and provides a straightforward API that can be leveraged for others
Implementation	A dedicated implementation consultant works directly with stakeholders to determine timeline, requirements, and parties responsible
Support	Phone and email support is available 5 days a week

I.T. DEPARTMENT-MINDED IMPLEMENTATION

Oftentimes after purchase, vendors provide a basic, one-time overview of the software with limited interaction. We realize this can sometimes make for an undue burden on the IT department. With NEOGOV, our team of skilled Product Implementation Consultants – many of whom are former public sector HR professionals – are here to help HR configure, train, and deploy our products. Each organization is assigned an Implementation Consultant, who holds HR's hand during the process, including a rigorous testing period to ensure functionality, security, and that the experience meets the organization's expectations. After implementation, live agents are always available for user support Monday through Friday during business hours.



"We chose NEOGOV because of the customer service experience and the ease of use."

TEEDARA GARN, COWLITZ PUBLIC UTILITY DISTRICT, WA

CONNECT YOUR EXISTING SYSTEMS WITH EASE

NEOGOV is designed to fit seamlessly into your existing architecture. Powerful pre-built integrations and an open API make it easy to plug in whatever you're already using so you can share data across all of HR and finance's systems. NEOGOV's vibrant partner ecosystem already includes many of the public sector's most popular tools including background check providers, assessment solutions, other HRIS systems, and more.

WE SERVE THE PEOPLE WHO SERVE THE PEOPLE

Over 6,000 public sector organizations trust NEOGOV:

Serving over 6,000 organizations, NEOGOV is the leading provider of a comprehensive human capital management solution for the public sector. Designed exclusively for government agencies and higher ed institutions, NEOGOV's suite of three integrated modules – Recruit, Develop, and Manage – support the unique needs of public sector HR teams and automate the entire employee lifecycle, while maintaining the highest standards of compliance. More information at **www.neogov.com**.

6,000+	250,000+	20
Public Sector Agencies	People Use NEOGOV	Years of Experience

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