



## Manage Policy Automation for:

Eligibility Determinations

Social Service Benefits

Tax Assessments

Planning Applications

Grant Processing

Immigration / Visa Eligibility

Employee Awards

Risk Assessment

Online Service Delivery

## Public Sector

*Haley's policy automation solution enables government agencies throughout the world to serve their citizens with effective and accountable delivery of services together with fair and consistent determination of legislation and policy obligations.*

### The Challenge

Governments at all levels – national, state, and municipal – play an indispensable role in the lives and welfare of the public. Citizens depend on their governments in hundreds of ways, including social services and benefits administration; defense and homeland security; taxation; transportation; immigration; licensing; education; and business regulation.

Yet governments face innumerable challenges in delivering the services that meet public expectations. Those same citizens who insist on efficiency, fairness, accountability and ever-increasing benefits from their public servants also demand lower taxes, “lean” government organizations, and reduced public spending. Skills shortages, retiring workforces, training overheads and a lack of new recruits aren't making it any easier.

Inconsistencies and overlap between jurisdictions, as well as continuous changes and “tweaks” to legislation and regulations, often cause inaccurate application of the rules and delays in delivery of services. Government staff members, even the most experienced ones, have difficulty keeping their knowledge up to date. Fraud is an ever-present possibility. The public can lose trust in the system and increasingly escalate costly appeals.

Haley's policy automation solution empowers public sector organizations to address these issues with confidence.



## Unparalleled public sector experience

Haley has specialized in serving the public sector ever since our company was founded nearly 20 years ago. We continue to develop our technology to meet the needs of the public sector, and our extensive client list attests to our success and reputation throughout the world. Here is just a partial listing:

### Australia

Board of Taxation  
Centrelink  
Dept. of Veterans' Affairs  
Dept. of Defence  
Dept. of Immigration & Citizenship  
New South Wales Premier's Department  
NSW WorkCover  
Queensland Department of Housing

### Europe

HM Revenue & Customs (UK)  
UK Ministry of Defence  
UK Dept. Trade and Industry  
Danish Tax  
Swedish Social Security  
Swedish Tax  
Dutch Statistics

### Americas

Internal Revenue Service (US)  
Kansas Social Services (US)  
Louisiana Community Development (US)

## Why Haley?

At Haley, we have developed particular strength in serving public sector agencies, especially with eligibility and other determination systems that derive from laws and regulations.

The distinct advantages of our solutions in the capture, management and execution of policy automation include:

- Our unique **natural-language authoring capabilities** enable government subject matter experts, not technical staff, to develop rules directly from complex legislative text, policy documents, and regulations using Microsoft Word, Excel and Visio. No scripting or programming is needed.
- **Detailed audit reports, automatically generated** in natural language, allow you to see, document, and justify each step of the decision process, resulting in greater trust and reduced complaints and appeals.
- **Integration with a broad range of platforms** including Oracle, SAP and Lagan, and close partnerships with industry leaders including Microsoft, IBM, Capgemini, Unisys, and BearingPoint.
- **Our patented time-based reasoning capabilities** make it possible to easily manage both personal circumstances and business rules that change over time. For example, a person's marriage status changed from single to married to divorced. In addition but in the same period, the legislated minimum age to receive the benefit changed.
- Our solution features **web-based, interactive questionnaires** that enable your organization to quickly and transparently deal with eligibility determination, increase consistency in the performance of call centers, and boost the confidence and self-service capabilities of citizens.
- Comprehensive testing capabilities that **pinpoint the impact of legislation**, regulation and policy changes allow what-if analysis of proposed amendments and ensure high quality throughout the policy implementation lifecycle.
- Our highly scalable determinations engine is optimized for the demanding performance of the largest public sector enterprises, using our **patented linear inferencing technology**. It is also fully SOA compliant, enabling the organization to easily reuse the policy automation within multiple applications and communication channels.