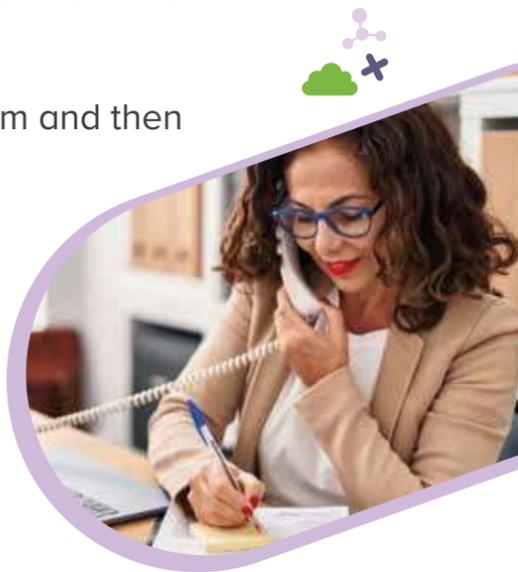


Public sector transformation success relies on access to trusted data



Recent Unit4 research shows that data compatibility is a bigger issue than ever before for the public sector

- ✔ In 2023 **35%** say data is compatible across some applications – this compares to **53%** in 2021
- ✔ **36%** say data is still manually keyed/ entered by someone from paper to software systems
- ✔ **42%** say data is manually exported from one system and then imported into another system
- ✔ Central Govt has the biggest problem with manual data entry (**49%**) and manual exporting of data (**54%**)
- ✔ Local Govt has a more positive story with **53%** saying data is compatible across apps, so there is no duplication



This is a big deal, as without compatible data, you can't deliver effective, people-centric services. So it's no surprise here's also an increase in those saying there's a need for wholesale improvement:

2021 = 16%

2023 = 29%

- ✔ **43%** of central government organizations are demanding wholesale improvement in system interoperability
- ✔ **29%** of local government organizations are demanding wholesale improvement in system interoperability

And overall, fewer organizations are confident now that transformation will deliver interoperability than they were in 2021

48%

completely confident in 2021

43%

completely confident in 2023

52% say they're now adopting data management tools to deal with this challenge – which suggests data isn't being considered as a core element of digital transformation.



Ready to learn more?

For a full overview of the public sector's data compatibility challenges, check out [this article](#) or [read our full 2023 State of the Digital Nation report](#).