



Global Forum 2004, Malmö  
Session 2: Multimedia & Multi-Channel  
Applications: Software, Content & Usability

Gilles Polin

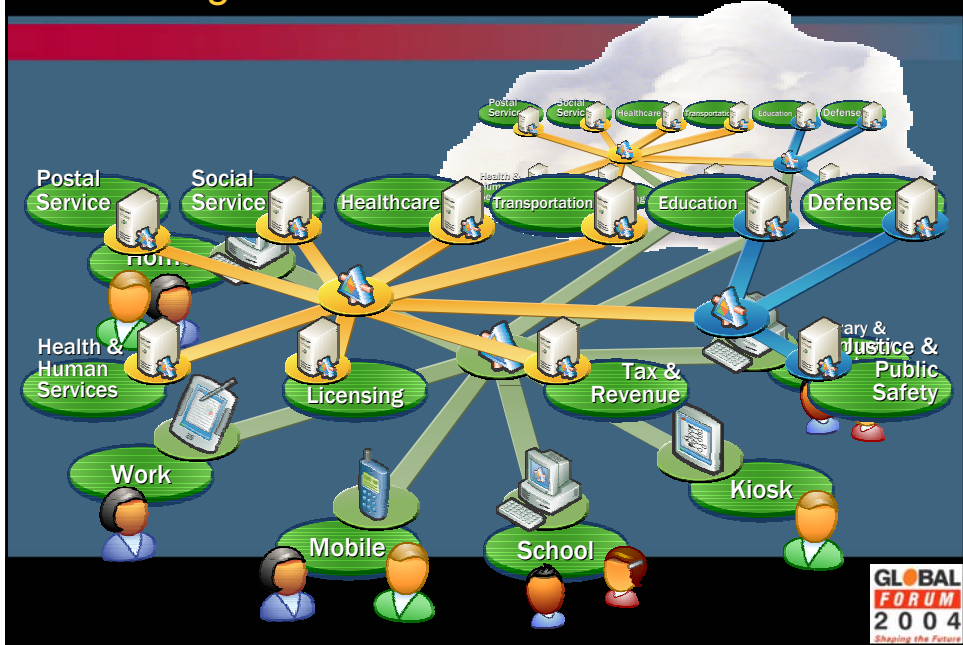
Government Sales & Solutions Group

Microsoft EMEA

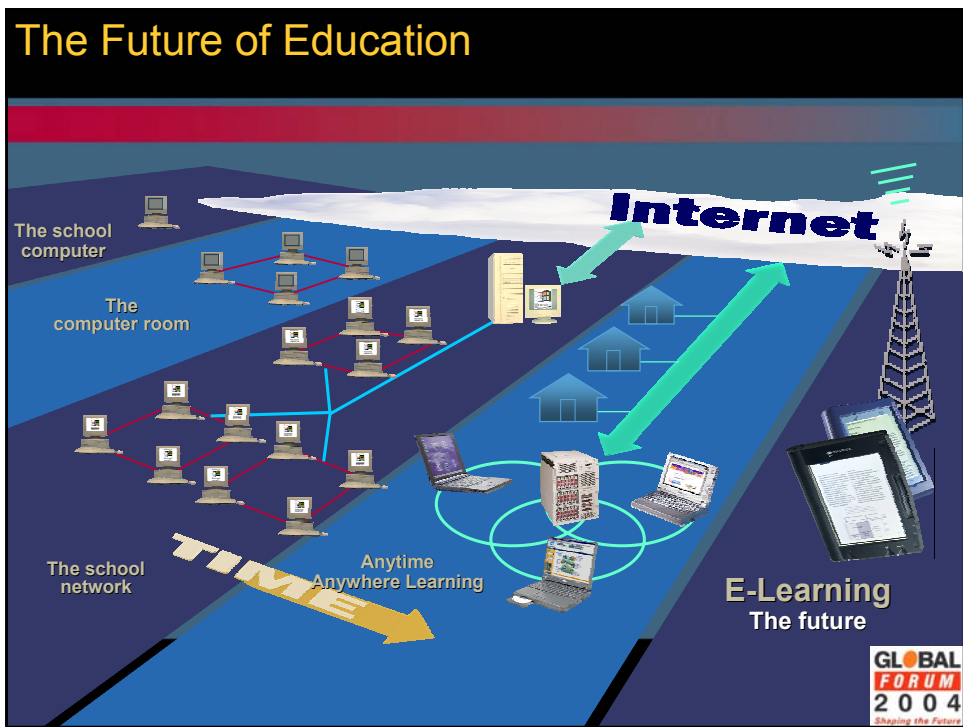
## Governments Today: Disconnected Islands



# Connecting: Governments & Constituents



# The Future of Education



# The Future of Healthcare

**Empowering Healthcare**

Payers      Employers & Government

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# The Future of Government

**Organization Oriented**

**Traditional Interactions:**  
Multiple interactions with multiple organizations to accomplish a task...

**Web Portals:**  
Information more exposed to some extent

**Task Oriented**

One interaction to accomplish a task...

**Web Services:**  
Government organizations become transparent

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