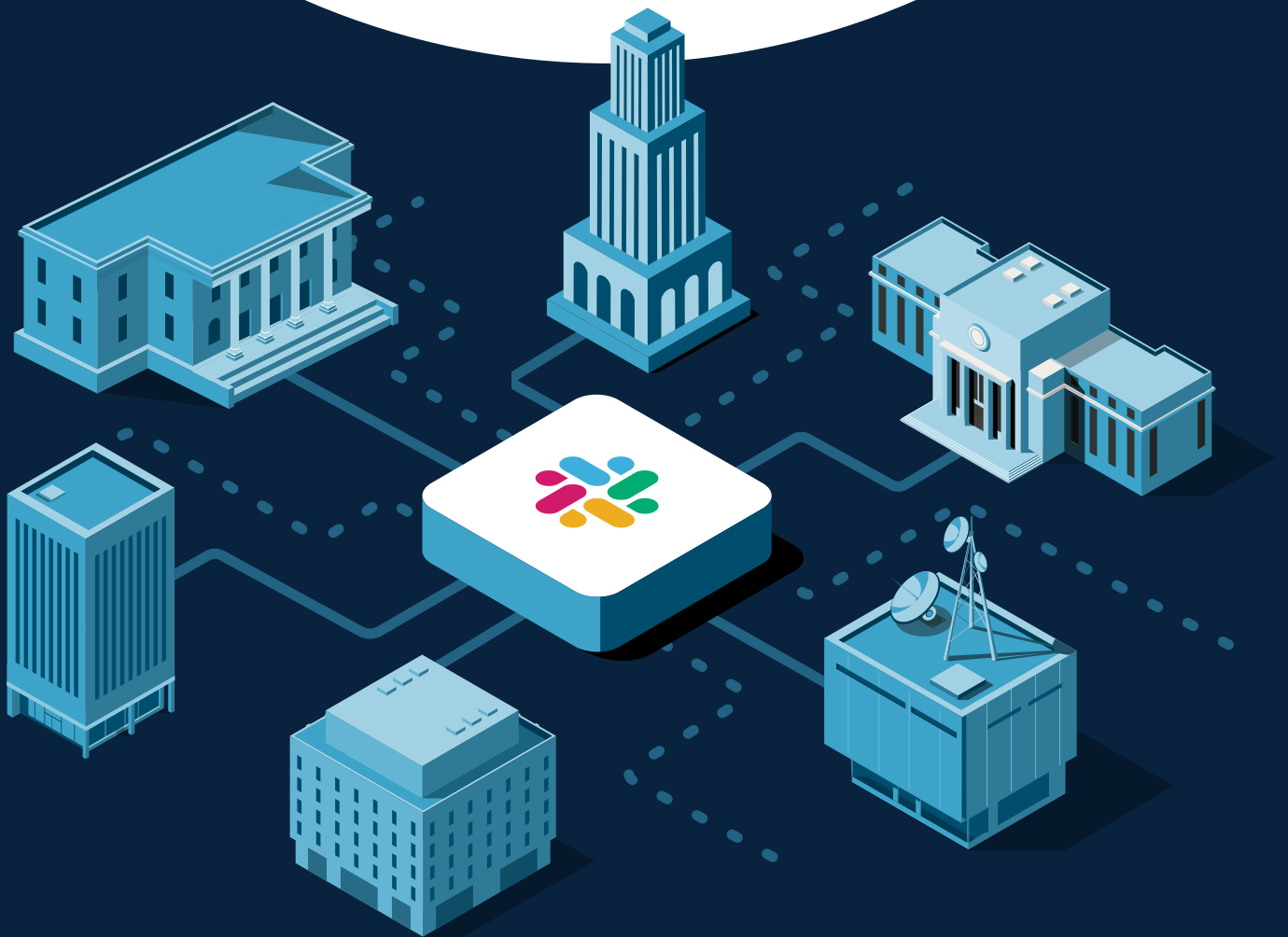
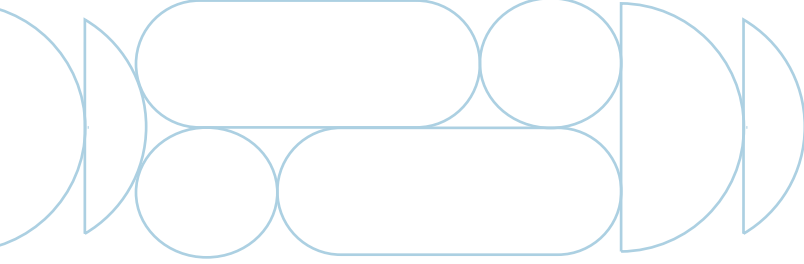




How 6 government organizations use Slack as their productivity platform





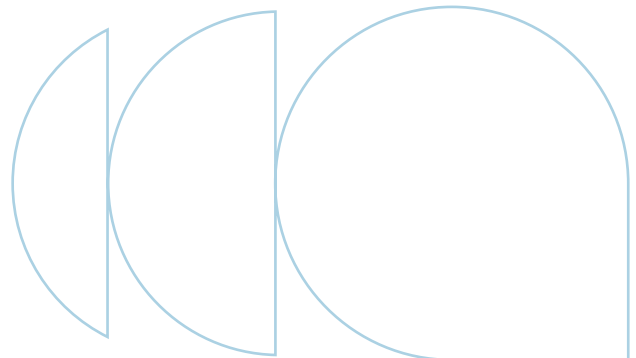
Introduction

From the U.S. Department of Veteran Affairs to Team America Relief, government agencies and contractors across the United States trust Slack as their productivity platform.

That's because Slack's security and collaboration features make it easy to connect safely with employees and partners from anywhere.

- **Slack Connect** enhances interagency coordination by bringing up to 250 organizations into a secure channel for real-time collaboration.
- **The Slack App Directory** brings tools like Office 365 and Google Workspace together in Slack to accelerate work.
- **GovSlack** enables organizations to comply with the most stringent security and compliance requirements without sacrificing productivity or user experience.

Dive into the six stories below to find out how government organizations are using Slack to transform daily operations and better serve their communities.





Lockheed Martin fortifies global collaboration with a new productivity platform

Standing up a digital war room

When Covid-19 forced Lockheed Martin's workforce to go remote, the company used Slack to roll out the platform organization-wide in one weekend.

Collaborating with contractors and vendors

The defense contractor uses Slack Connect to work with 30 of its external partners, speeding up communication without compromising security.

Transforming daily operations with automation

Teams have created 1,400 workflows to simplify everyday tasks, such as making an IT request, polling employees and running scrums.

"The Slack war room became a lifesaver. It allowed us to break down barriers around time and location to co-manage action items. It really helped to drive efficiency and speed in our operations."

Misty Anderson
Messaging products manager
Lockheed Martin





The Army Software Factory finds mission success with GovSlack

Foster collaboration and productivity

Soldiers use channels to share knowledge, build culture and sync with military counterparts via Slack Connect.

Automate routine tasks

Slack bots and workflows help streamline everyday work, saving the team 40 hours of admin time a week.

Ensure security and compliance

GovSlack meets elevated standards like FedRAMP High and DOD IL4, letting the ASF team enjoy full Slack functionality while staying.

“GovSlack enables the Army Software Factory to improve collaboration and build the cutting-edge applications our soldiers need.”

Hannah Hunt
Chief of product
Army Software Factory



Team America Relief coordinates the Afghanistan crisis response with a productivity platform

Fast scaling from 12->3000+ volunteers enabled by topic-based channels that bring together teams, integrated tools, and external organizations.

AI-powered organization-wide search streamlines access to information on specific topics, key resources, and discussions.

New volunteers rapidly onboarded with automated workflows, a greeter “bot”, centralized information, and Slack huddles & clips to keep everyone aligned.

Real-time: Emergency response center.

Centralized: Information accessible to all.

Faster: Onboarding and training.

“Slack is our virtual operations center. We had a database that we used with other tools, and we had our email systems, but we used Slack to bring all that together, allowing us to triage cases faster.”

Abram Rodd
Case management team leader
Team America



US Dept of Veterans Affairs teams up with Built for Zero to end veteran homelessness

Use cross-functional channels and execute large scale projects, such as re-launch www.va.gov.

Slack Connect approved to facilitate secure collaboration between VA and Built for Zero organizations.

Critical information and best practices shared across departments and local community partners within channels.

Improve: Information sharing across teams.

Accelerate: Conversations in-channel and threads.

Secure: External collaboration with partners.

“Slack allows us to put our customers first by breaking down the barriers across multiple organizations, agencies, contracts and systems.”

Engineering team lead
Veterans Affairs





The Defense Digital Service fortifies government teamwork with Slack

Onboard and swear-in new DoD employees, while sharing sensitive personnel and onboarding documents in channels and threads.

Quickly onboard and collaborate with external agencies and private sector with Workflows and Slack Connect.

Run “Hack the Pentagon” bug bounty events in Slack channels to discover, document, and troubleshoot vulnerabilities.

Improve: Security posture and data protection.

Accelerate: Remote employee onboarding.

Reduce: Back-and-forth email communication.





MBTA tears down silos across technology, operators, and partners to transform rider experience and safety

Collaborate and troubleshoot with partners with Slack Connect to bring new solutions to market faster.

Use OOTB integrations with PagerDuty, Asana, GitHub, and Google Drive to plan, communicate, and track incident response.

Field and operations staff submit and update issues via Slack to collaborate with home office and technology teams.

Crowdsource: Solutions across field & home office.

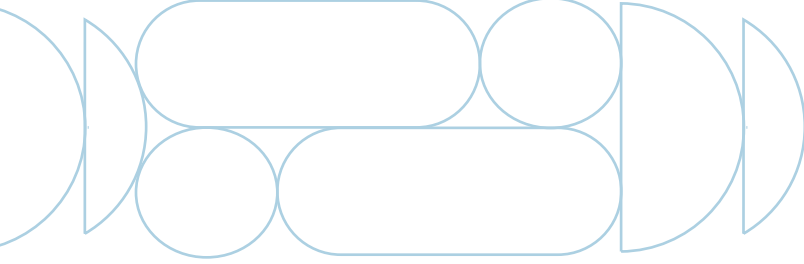
Minimize: Incident impact.

Secure: Partner collaboration.

“Because of the pandemic, being able to iterate quickly with partners like Transit app in Slack Connect is twice as important. The level of collaboration we achieved would not have been possible in email. We needed to work as fast as we could to ensure our riders felt safe.”

Logan Nash
Deputy director of real-time applications
MBTA





Conclusion

Slack is the productivity platform for the public sector. It's a place where everyone can work as one team to solve pivotal problems, mobilize in times of crisis and serve citizens.

This kind of work often deals with sensitive information and data. With [GovSlack](#), organizations that need to meet the highest standards of security and compliance can feel safe knowing their data is protected.

The six organizations above saw measurable improvements in productivity and collaboration with Slack. Ready to experience these benefits and more? [Contact our sales team](#) to get started.





About Slack

Slack is on a mission to make people's working lives simpler, more pleasant and more productive. It is the productivity platform for customer companies that improves performance by empowering everyone with no-code automation, making search and knowledge sharing seamless, and keeping teams connected and engaged as they move work forward together. As part of Salesforce, Slack is deeply integrated into the Salesforce Customer 360, supercharging productivity across sales, service and marketing teams. To learn more and get started with Slack for free, visit slack.com or connect with us [@SlackHQ](https://twitter.com/SlackHQ).



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