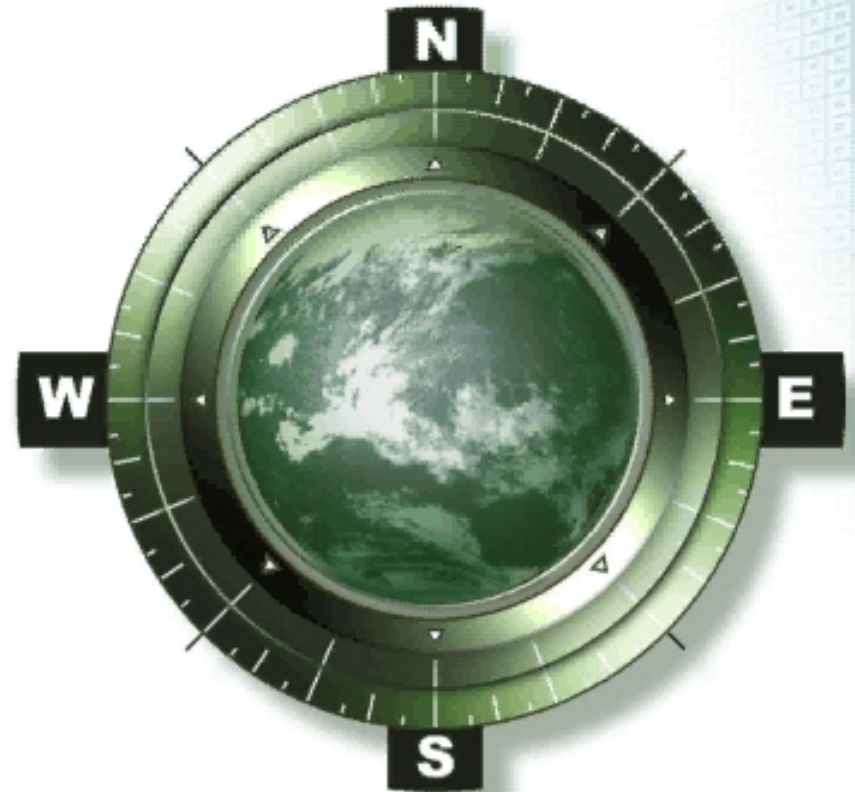


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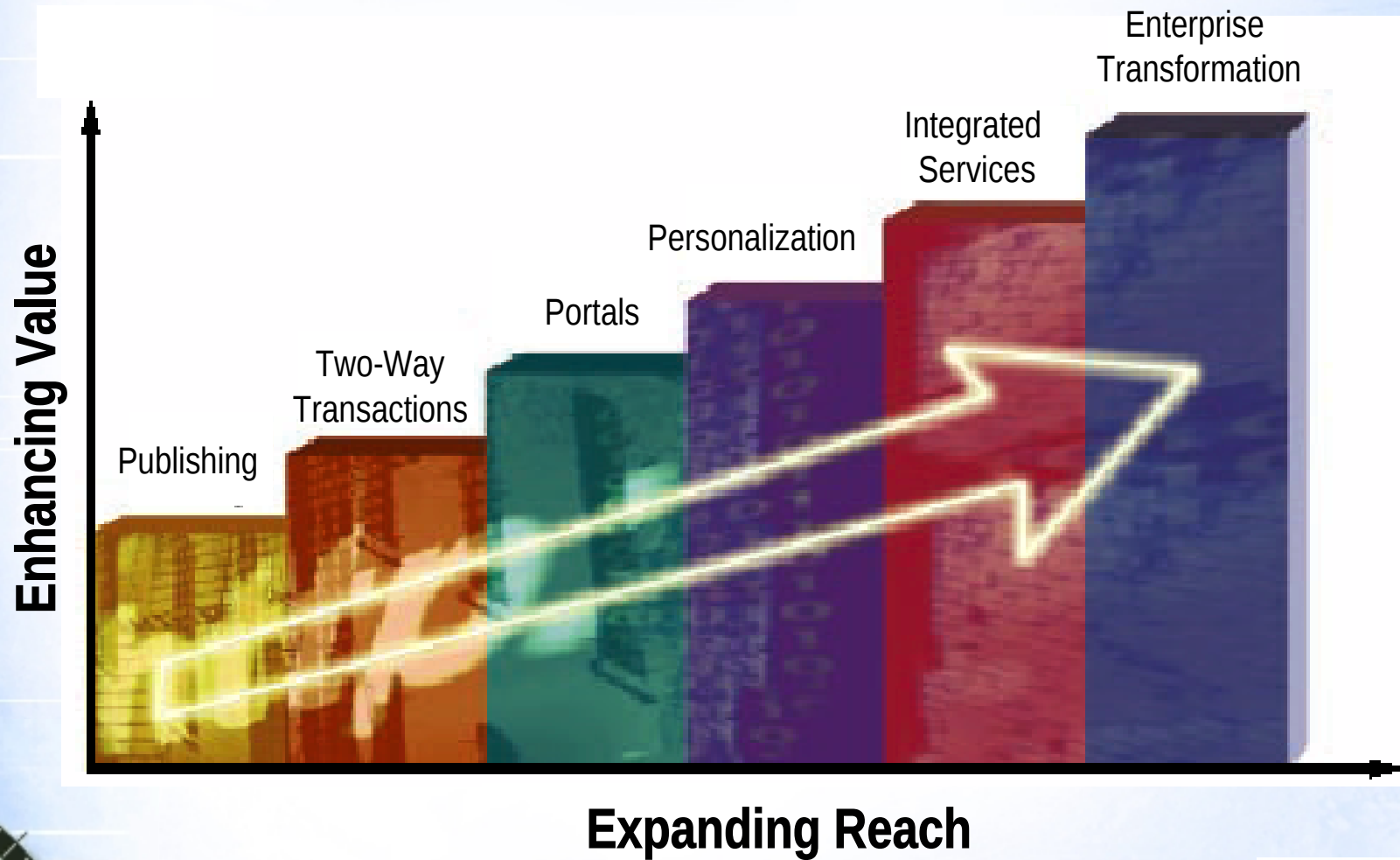
Beyond the Portal

Enterprise Transformation Through eGovernment

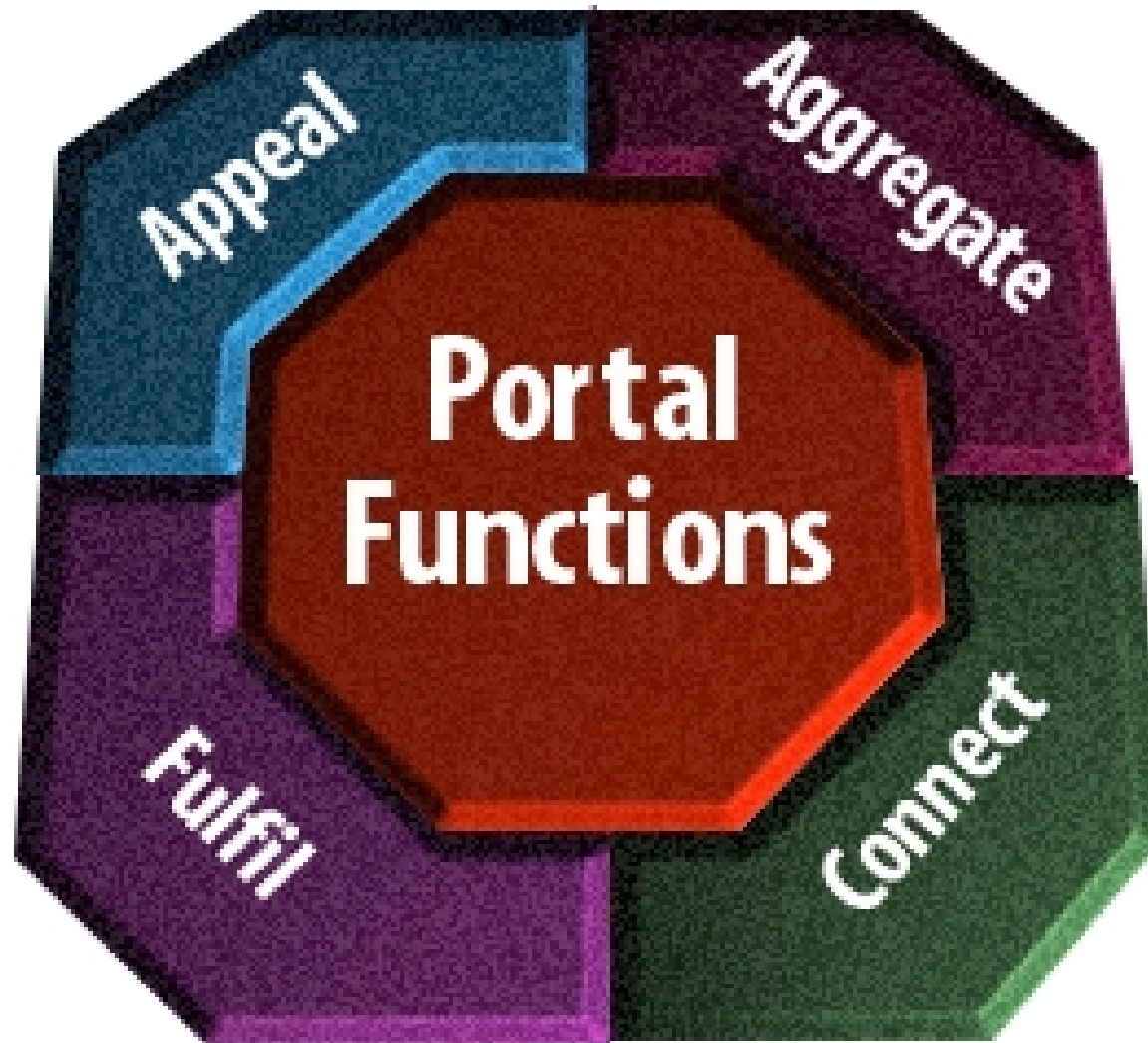
Next Generation of Portals – Panel Discussion
2000 NECCC Conference – Las Vegas – December 14, 2000

Greg Pellegrino, Global Partner for eGovernment

Beyond Websites



Customer-Centric Portals



One Enterprise™



**Deloitte
Consulting**

One Customer™



One Account™



The Ultimate Customer Experience

The screenshot shows the DMV of New York website with a navigation bar at the top containing links for home, email, web search, travel, business, and people & community. Below this is a banner for TurboTax with a 'Free 30-Day Trial! ORDER NOW!' button. The main content area is divided into several sections:

- Add A Car by Make & Model:** Includes dropdown menus for 'New', 'Make...', and 'Model...', followed by a 'GO' button.
- Smart Traveler Web Cam:** Features a live video feed of a bridge and a 'My Commute' dropdown menu.
- Web Assist:** Includes a circular icon of a person and a 'My Personal Auto Page' link.
- My Drivers:** Lists three drivers with their names, expiration dates, and safety ratings. A 'Get More Information' button is present.
- My Cars:** Displays three vehicles: a 2003 Toyota Land Cruiser, a 2000 Mercury Sable, and a 1998 Chevrolet Corvette, each with its VIN, estimated date of sale, and a 'PAY NOW' button.
- My Account:** A table showing vehicle details and fees.

Vehicle	Date	Fee
VIN: 3FKR36183	06/01/00	\$35.00
VIN: 5PXT37265	06/02/00	\$35.00
VIN: DHT519181	11/12/00	\$0
		\$70.00

Below the table are icons for 'PAY NOW', 'VISA', 'MasterCard', and 'Discover'. To the right of the table is a section titled 'Virtual Tour: The Hudson Valley' with a 'State Police News' link. At the bottom, there is a 'DMV other links and special features' section with links to various safety and service resources.

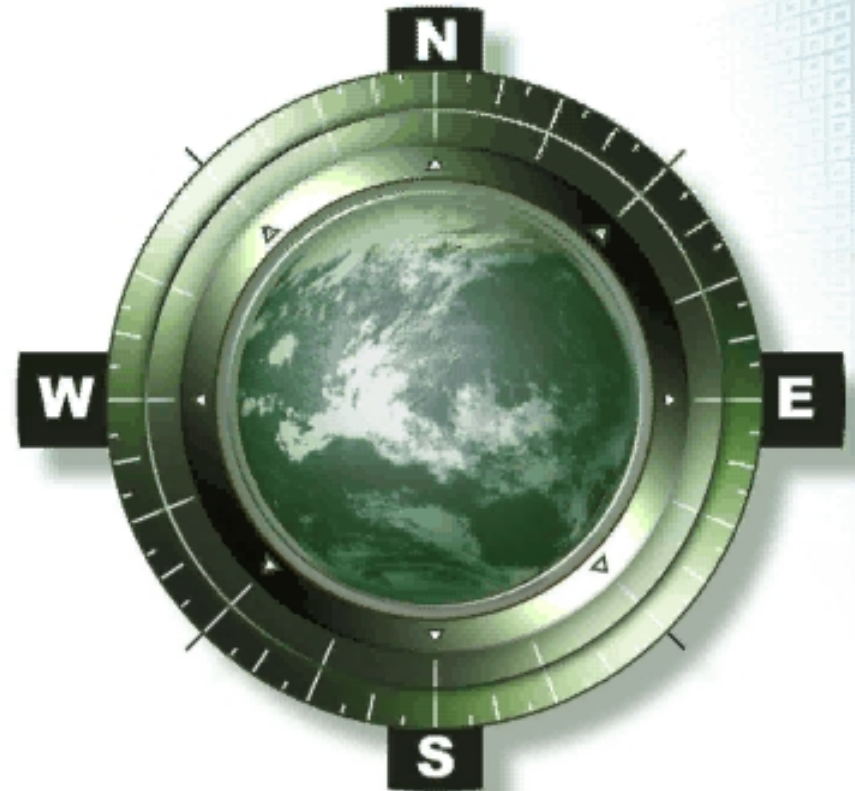
"I bought a car!"

"I want plates for 3 years"

"Charge it to my tax bill"

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