

**AI**

IntelliPact by Black Box for SLED

The AI-Driven Executive OS for Enterprise Visibility and Action

Delivering Unified Intelligence to Strengthen Transparency, Service Performance, and Public Trust

State, Local, and Education (SLED) organizations rely on transparency, efficiency, and trust. IntelliPact™ by Black Box connects IT systems, citizen service portals, and financial data into a single outcomes-driven framework, enabling leaders to measure performance, ensure accountability, and optimize resource use. With real-time insight across operations, agencies can deliver measurable value to the communities they serve.

The IntelliPact platform ties performance indicators like response time, service uptime, and budget utilization to strategic outcomes such as equity, satisfaction, and compliance.

From Insight to Action

	Strategic Need	How IntelliPact™ Delivers
01	Improve service delivery	Unifies citizen portal analytics, ITSM, and workforce systems to accelerate resolution times.
02	Increase accountability and transparency	Provides dashboards that connect operational metrics with budget and performance reports.
03	Enhance workforce effectiveness	Analyzes digital adoption and collaboration data to guide training and technology investment.
04	Ensure compliance and funding readiness	Automates reporting to meet state and federal oversight requirements with accuracy.

Core Benefits



Improved constituent satisfaction through faster service resolution



Increased transparency and reporting accuracy



Optimized workforce allocation and technology investment



Automated compliance reporting with reduced overhead



Cross-agency visibility for strategic planning and resource alignment

Why Now

Public sector and education organizations must deliver more with less, under growing expectations for accountability. IntelliPact enables them to operate with data-driven transparency, aligning every initiative to measurable community outcomes.

The Power Behind IntelliPact

Black Box powers IntelliPact with secure infrastructure and data modernization expertise, helping government and education leaders deliver measurable impact, transparency, and trust.

Black Box® is the connect-everything, optimize-everything partner. With over 45 years of experience, we deliver comprehensive solutions & services across data center builds, network architecture, connectivity, modern workplaces, cybersecurity, control rooms, and operations support — all designed to prepare clients for whatever future they envision. Our human-centered expertise and strategic approach enables us to help enterprises across finance, healthcare, transportation, and manufacturing transform technological possibility into operational reality.

