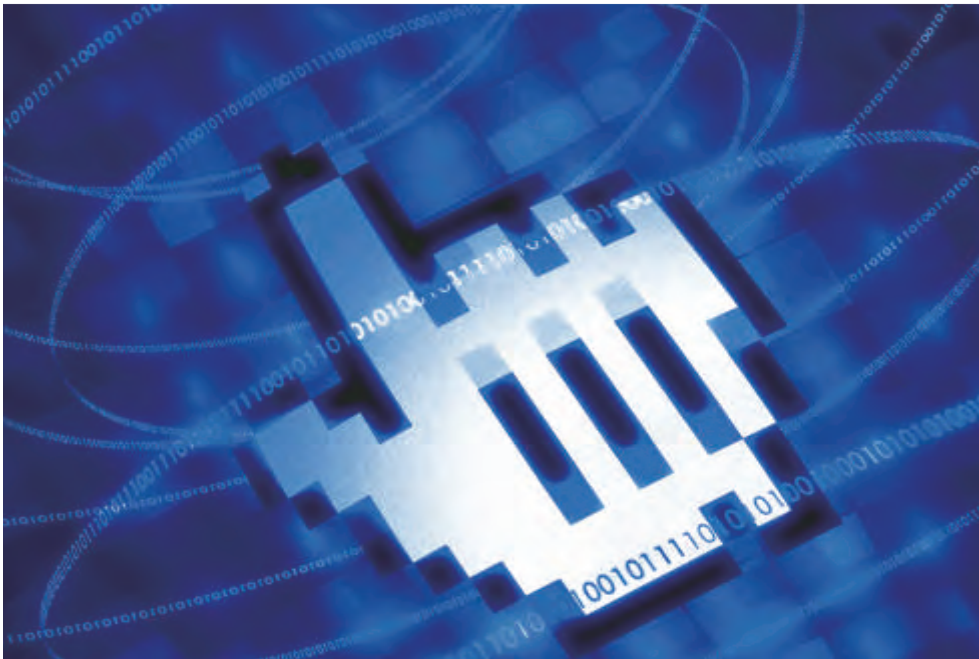


BAHWAN CYBERTEK



Empowering Governance

Connected governance with
integrated payments and
traditional delivery channels

**BCT Thoughts
Government Vertical**

Executive Summary

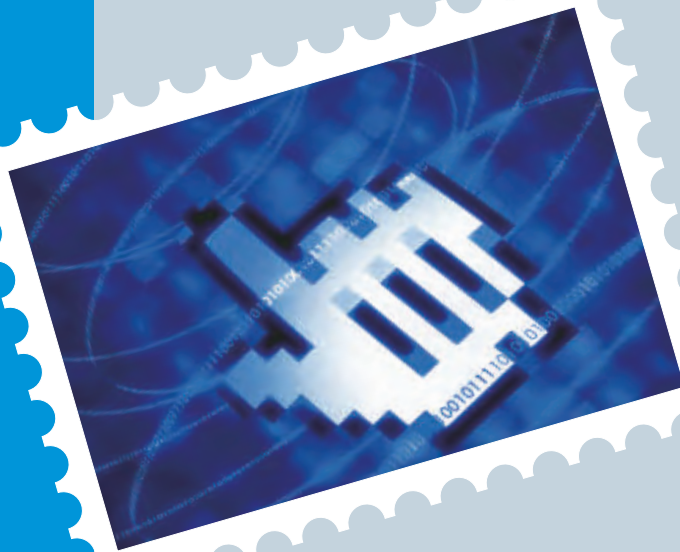
New lifestyle and dynamic global scenario are not only demanding transformation of businesses, but also changing the way people are being governed. The governments across the globe are seriously adopting new ways to reach, serve and administrate.

According to UN report on e-Governance, around 182 countries have joined the bandwagon to empower their citizens with convenience and better way of life. However, a few of them have really gone ahead of the pack to offer “out-of-the-box” services to their people. The e-Government program is established not only in online channel but also extends its facilities to traditional channels.

These initiatives initially started offering basic public and regulatory services. As time progressed, the program has successfully offered some of the best services including integrated payment hub, visa clearance, pension and social insurance initiatives, and payment for utility services.

Thus, the era marks the beginning of a new phase for e-Governance with lot more innovative citizen-friendly services. Among the stake holders, the program is now popularly known as Connected Governance.

The report covers the need for transition to connected governance, its challenges, and a journey through world-class citizen services by governments across the globe.



What is Connected Governance?

An ecosystem serving as a connecting platform for government departments, people, businesses and financial institutions to streamline public services by strategically and effectively utilizing information and communication technologies (ICT) is collectively known as connected governance.

The term connected governance is not just a set of web-based applications for public administration. The program shall represent collective actions of government functions to enhance citizen and business values by providing services in all possible areas of daily life. The initiative should also extend its reach to the people through both conventional and non-conventional channels, and provide platform for financial transaction acting as a single window for public activities.

For a successful connected governance initiative, government and its departments need to understand the actual challenges from social to technical to be addressed. In coming sections, it describes case studies providing valuable ideas for launching connected governance and attracting greater participations from multiple stakeholders.

In short, it is a platform supporting Government-Government (internal G2G), Government-Business (G2B) and Government-Citizen (G2C) interactions with provision for financial transactions.

Improving Lives: e-Governance to Connected Governance

The e-governance, most likely, started with an idea of communicating public information to the citizens. However, the potential of current technology and Internet is far more than just hosting government websites. With the help of connected governance ecosystem, a wide spectrum of public services is opening up through Internet and other convenient channels in many countries across the globe.

It has already created a deep impact in various functions like tax payments, business registrations and social identification programs. Moreover, there has been a fast innovative adoption of many other areas impacting daily life of people and businesses.

Even NGOs are harnessing the potential and working together with governments to solve social issues like poverty, illiteracy and unemployment, mainly in developing and under-developed nations.





Growth Inhibitors: Four Fold

The idea of connected governance is based on a fully integrated ecosystem of government functions, people and businesses . The governments world-wide face challenges in rolling out these integrated citizen and business friendly environment from a basic e-governance setup. The reasons behind the hurdle can be broadly classified into four categories i.e. social, process, technology and transaction.

SOCIAL

The changes from the traditional process may not appeal the mass. There might be fear of over-control and monitoring associated with any such governmental projects.

PROCESS

The departments will show lesser flexibility towards re-engineering of paper based or other inefficient processes. Many will even fear the volumes of transactions increasing their daily job responsibilities. A large number of current government functions need to be reinvented to meet current needs of the people.

TECHNOLOGY

In this modern era, the availability of technologies supporting information and communication, and service oriented architecture is in plenty. However, there is a big relative gap in the supporting network and infrastructure. The entire system is a collaboration and orchestration of independent departmental processes, need of the people, support for financial transaction and integration with third party service providers and businesses.

* Table 4.5. Online Submission from UN e-Government Survey 2008 :
“From e-Government to Connected Governance” report

What is stopping the crowd

I do not use internet
Inconvenience in payment
and much more



TRANSACTION

Among multiple transactional challenges faced by e-Governance today, two things are the most critical – integrated payments and lack of traditional delivery channels.

Integrated Payments

According to the latest UN report on connected governance, hardly 15%* of e-ready governments have financial transaction capabilities. This is one of the big hurdles greatly discouraging citizens to approach online government services due to its ineffectiveness as a one-stop-shop. However, the leaders have already started to offer their citizens with robust payments hub.

Traditional Delivery Channels

Additionally, the dependency and comfort of citizens on traditional delivery channels results in failure of e-governance initiatives completely depending on online medium. Hence, it is highly critical to integrate the online presence with traditional way of interaction.

There are success stories of innovative government initiatives overcoming these challenges by consolidating governmental, business and citizen services with integrated payments using technology, but delivering through both online and traditional manned service centers.

Leaders envision success in collaboration

Globally, leading governments are keen to build powerful governance ecosystem by bridging the gap with suitable solutions and creating value added partnership with technology, financial services and other third party firms. This model is helping the ecosystem to fast adapt to the need of modern citizen.



Few of the governments are looking for a streamlined orchestration of inter-departmental activities through Business Process Management tools. These initiatives shall build a platform for better value added features in the near future. Certain critical features like integrated online payments and manual kiosk is attracting more and more users towards e-governance.

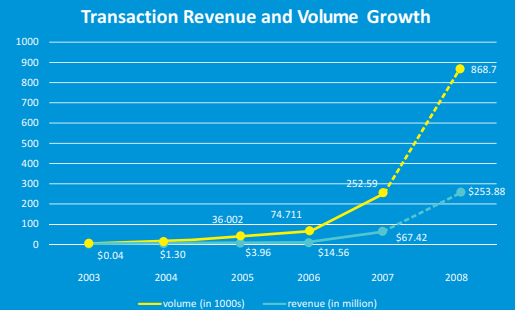


One of the Top 50 e-Ready countries implements centralized payment gateway bringing together citizens, businesses and government

Among the World's BEST government initiatives as rated by the UN

- Automation of government departments under the single umbrella, thus empowering employees across lines of businesses and levels of government, besides easing the lives of citizens and customers of the government.
- Providing over 800 government services, through innovative channels in a customer-centric manner Providing 90% of all Government Department services and 50% Customer Adoption by 2007.
- As suggested by the usage, the initiative had deep impact in the daily life of citizens due to the integrated payments feature; the transaction (revenue) has grown nearly 2000 fold after it was launched in 2003

Case in point integrated payment hub



- The public acceptance of the idea is clearly reflected through the year-on-year progress of the transacted revenue and volume;
- With a modest beginning 35,000 USD from around 200 transaction, the revenue has grown exponentially, maintaining an average revenue growth between 300-400% from year 2 onwards, as shown in graph (a)



Government and corporate services rendered through 'single-window' of over 100 centers spread across the country

Case in point
traditional delivery channels

Among the Top 100 e-Government programs in the world

- Unique Public-Private-Participation (PPP) model to accelerate the country's march towards delivering e-Services to its constituencies and putting itself on the world map for innovative e-Government programs
- Launch of ICT Enabled Services as a vehicle for entrepreneurship; Program creates gainful employment and business opportunity for the Nation's Youth by delivering ICT Enabled Services from government and corporate to public, electronically.
- The strategic partnership involving various service providers consists of different ministries, government departments, and various corporate bodies or businesses.
- New Entrepreneurs chosen for the project are the business partners for the program, which is a managed partnership model with the convenience revenue sharing per transaction per service.

Innovation and value added services

The e-governance, most likely, started with an idea of communicating public information to the citizens. However, the potential of “The Internet” is far more than just hosting government websites. A wide spectrum of public services are opening up through internet and other convenient channels in many countries across the globe.

The term connected governance is not a set of web-based applications to integrate the citizen. This program needs to extend its reach to the people through conventional and non-conventional channels. For a successful connected governance initiative, government and its departments need to understand the actual challenges from social to technical to be addressed.



Facilitating the judicial courts, its departments and offices with automation and streamlining of administration and financial processes



Achieving 90% automation of customs clearing, visa processing, and seamless integration of multi-channel delivery channels



Single window utility payment for electricity, water and telephone services running in 2.3 million households and a billing value over US\$ 40 million every month.



Automation of business registration and regulatory licensing for nearly 50,000 entities by providing interfaces ranging from smart cards, web services & kiosk based usage.



Integrating Social Insurance Program with Custodian Banks and local & international markets through which they invests funds into variety of instruments



Privatization of State-owned power sector by facilitating de-merger of single large entity into 10 standalone companies for latter disinvestment strategy



Empowering the youth through technology training and preparing them to meet the Government's transformational needs and challenges



Increasing sourcing efficiency and effectiveness for streamlining government purchases, thereby enabling a transparent sourcing model.

Conclusion

Partnerships with experienced consulting and technology firms have yielded world-class results for governments vis-à-vis the failures in such projects attribute to lack of experience and operational framework. Any connected governance program has to consider social and cultural aspects alongside the technology and delivery challenges.

Integrated payments hub and socially accepted delivery is a significant factor to success of such programs across the globe. Hence, the gap in most of the current e-Governance shall be fulfilled to progress towards a connect governance model.

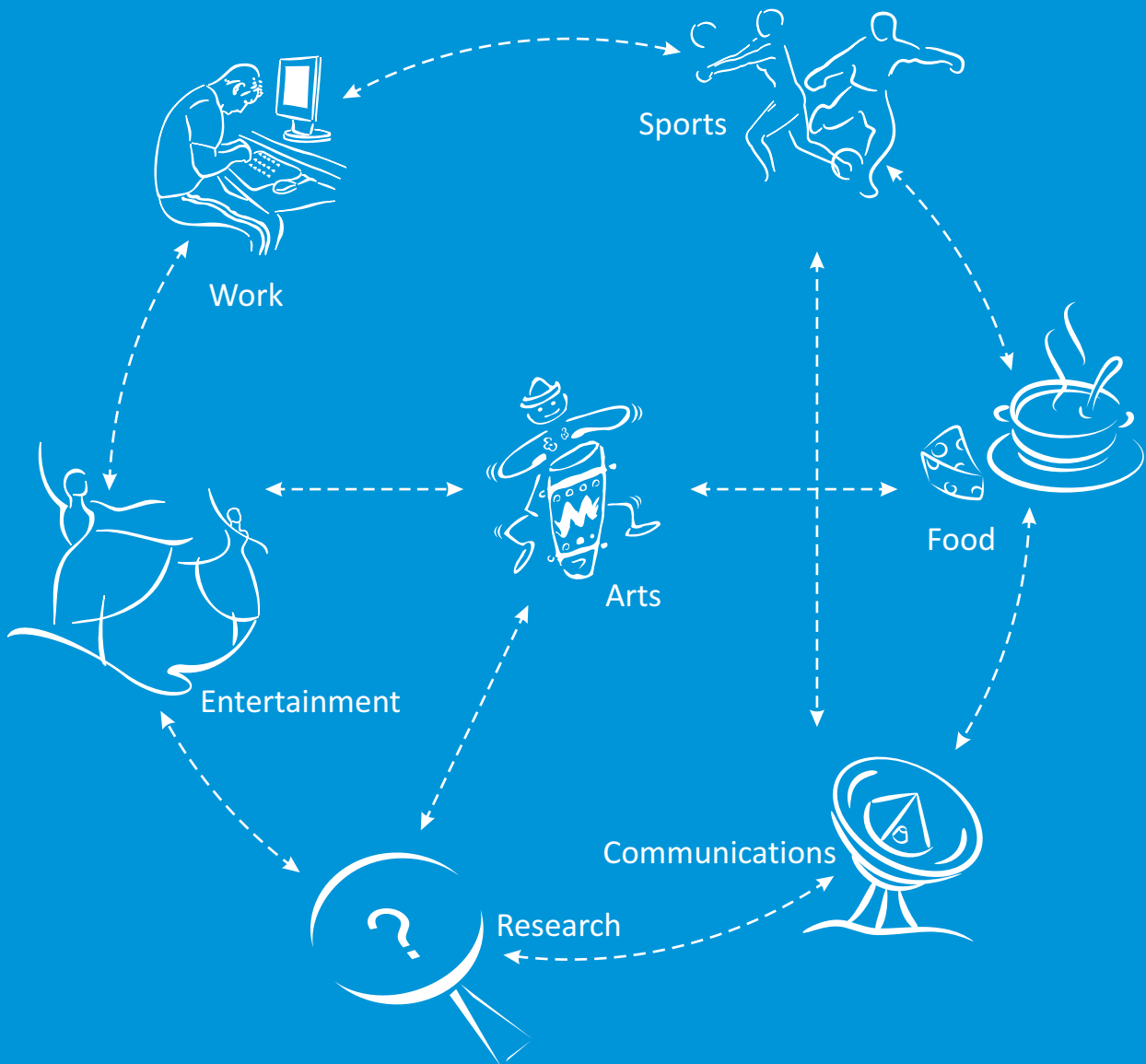
Lately, many leading governments are attempting to integrate common and well accepted media like mobile and email to encourage participation from the people. Advanced features and total automation shall evolve with increasing participation from the mass.

Cross border collaboration of inter-governmental process is not a distant dream, which shall soon take over the current trend of inter-departmental interactions. The world is moving forward, albeit at a slow pace, towards a collaboration of governments, world citizenship and truly global businesses.

Connected Governance

Touching Lives

The time is not so far that we shall see connected governance enhancing experience in every aspect of our life.



About Bahwan CyberTek

Established in 1999, Bahwan CyberTek Private Limited (BCT) has evolved to become one among the fastest growing IT Software Products and Services Company in India. BCT has successfully transformed itself into a global provider of hybrid technology solutions. As a SEI CMMi level-5 company, BCT was selected by Red Herring as Asia's Top 100 privately managed companies and ranked by Deloitte as eleventh among the Fastest 50 growing companies in India. With over 1100 knowledge professionals, spread across US, West Asia & India, it has truly made a mark in this dynamic & seamless, globalization era.

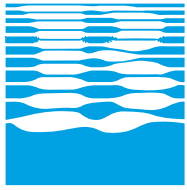
Bahwan CyberTek's clientele of over 300 include leading Fortune 500 companies across the globe. The company's offerings cut across Product Development, Business Transformation, Systems Integration, Outsourced Application Development, Migration and Customization, Business Process Outsourcing, Training, Managed Services and end-to-end Infrastructure Solutions.

BCT has operations in eleven countries with the global delivery operations centralized at Chennai, India. Bahwan CyberTek has a large presence in India with over four offices and a state of the art global "Center of Excellence (COE)", right in the heart of the IT corridor in Chennai, spread across 180,000 square feet,. It has two near-shore hubs (Proximity COEs) - one in West Asia to service the regional market and the other in US.

BCT's passion to help clients succeed and deliver consistently has today resulted into a large base of satisfied customers; in some cases even co-creating joint IP. This is a path breaking initiative in its endeavor to create an IP-led knowledge society within India.

In government vertical, BCT's experience and product based approach is helping governments world-wide to implement and enhance governance at a faster pace and with greater stability.

To know more about BCT and its offerings related to government vertical, feel free to contact us at connected.governance@bahwancybertek.com



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