

CUECENT

Simplifying Complexities

A division of Bahwan CyberTek



Move from e Governance to
“Connected Governance”

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

Executive Summary

Creating value for its citizens is the single most important objective of any public service organization and all their strategic and operational activities contribute towards creating this value. In recent times, governments have come under enormous pressure to do more as citizens are becoming increasingly sophisticated as a result of ubiquitous information technologies and inured by their experiences with improving service in the private sector. Even though governments have constraints on their revenue and their agencies have tight budgets with which to operate, public agencies are taking applicable lessons from the private sector and putting together strategies to make it easier for their citizens to access government information and services.

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.

Throughout our history, we have been at the forefront of public sector technology development and implementation of e- government solutions connecting governments and citizens and effecting greater collaboration between agencies

Experience the next level in eGovernance

Documents and Records Management

Licenses, Regulations and
Permits Application Management

Tax Returns
Processing Management

Grants Management

Forms
Processing Management

Acquisition & Procurement

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Compliance and
Audit Management

Case Management

Records Management

Government
Document Requests

Certificate Application
Automation

Job Applications &
Human Resources

Infrastructure
Resource Management

Financial Operations
Management

Consumer
Information Management

Connected Governance

Health & Human Services Management

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

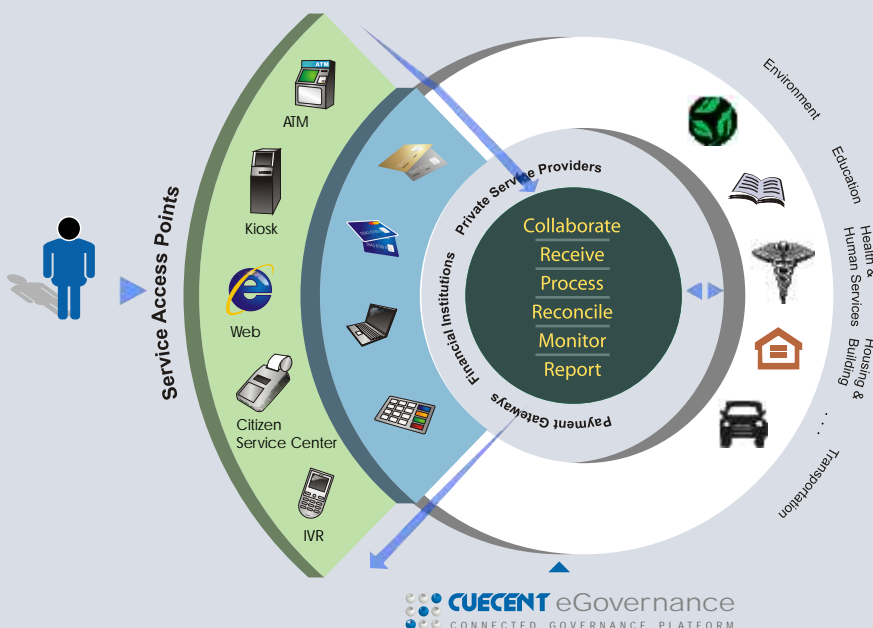
- The departments will show lesser flexibility towards re-engineering of paper based or other inefficient processes. Many will even fear the volumes of transactions increasing their daily job responsibilities. A large number of current government functions need to be reinvented to meet current needs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

Transaction

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



The Cuecent Difference

Strategically headquartered in Chennai & therefore understand the local e-governance issues and culture

Proven solutions tailored to the specific needs of government agencies

Highly configurable and extensible platform for integrating systems from diverse agencies & payment service providers

Secure access to government information and citizen data

Use of established best practices and repeatable methodologies helping ensure project success

A global delivery model that brings together high value industry proficiency, technology expertise & successful implementation experience

Power Positions

Create public value for citizens

Automate internal processes for greater employee productivity

Enable services that can be shaped and improved to meet the needs of the citizen

Reduce citizen transaction costs

Drive efficiencies within and across agencies

Gain complete visibility and control on every transaction

Rapid integration of service delivery channels

Create public value with Cuecent

Drawing from our vast experience in designing and implementing public sector technology solutions, Cuecent has created a connected governance platform that helps governments to design, build, deploy, and manage a collaborative environment that brings together various civil agencies and citizens on a single platform enabling public entities to operate more efficiently and provide a seamless service experience to its citizens. With Cuecent, public agencies will be able to employ multiple service delivery channels to disseminate information with citizens being able to access government services over the internet or telephone or at kiosks or citizen service centers.

Facilitate collaboration between agencies with Cuecent

Most government IT systems are built on top of existing agency or commercial applications. One of the biggest roadblocks to potential collaboration is movement of data between various government systems to support the business processes enabling the collaboration. The Cuecent ESB, an enterprise integration solution, delivered as a part of the Cuecent connected governance platform, simplifies this complexity by building a bridge between the agency systems translating system information into de facto industry standards to enable interoperability while establishing appropriate controls to protect access to the data and prevent misuse. This solution also facilitates governments to integrate private sector participants into the framework.

Streamline end-to-end operations with Cuecent

Processes involving multiple entities often entail substantial complexity and continuous change. A well designed connected governance framework should support extensive exchange of information and documents, workflow automation, collaboration, monitoring and performance analysis while applying the underlying

principles of controls, policy, compliance, risk assessment and risk mitigation, and revenue and expenditure management. Cuecent automates entire government processes enabling governments to operate more efficiently and effectively while complying with internal and external control requirements. Moreover, all transaction data is captured within the Cuecent solution giving government entities the complete visibility and control on every operation.

Build long term e-government strategies with Cuecent

Delivering a connected e-governance infrastructure is hard. It is essential that the government has the support of all participating agencies and extensive alliances with private service providers (for bill payments etc). In most cases, governments deliver a working system with only a few service options & enhance it over time once a critical mass of users is on board. The Cuecent framework gives governments the flexibility to seamlessly integrate new agencies and private service providers into the system at a later stage once the initial set of benefits is identified. This facility is incorporated within the framework with the use of the Cuecent ESB acting as an integration layer between the framework and the technology systems of the participating entities.

Ensure payment and data security with Cuecent

Privacy and security of citizen data and financial information is one of the most critical issues in an electronic environment. The Cuecent eGovernance supports the triple DES (TDES) encryption algorithm (168 bit) which meets established corporate security requirements for remote data access to allow secure sending and receiving of confidential information from any location. The solution also provides a strong multi-factor authentication mechanism enabling secure verification of user identities.

Cuecent eGovernance Features

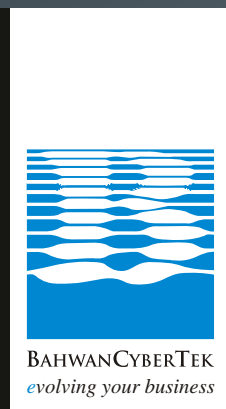
- Enables government entities to coordinate employee efforts, business rules, information flows and exceptions by automating internal business processes
- Integrates seamlessly with government IT systems
- Ability to allow public entities to disseminate information over a variety of delivery channels
- Licenses an industry-proven integration platform for conveniently accommodating additional service channels and government entities at any time
- Provides useful management information that can be used in decision making processes, therefore enabling services to be shaped and improved to meet the needs of the citizen.
- Robust framework for solving security, privacy, compliance, quality, reliability and availability challenges
- Dashboard driven environment for monitoring process, task, employee, group and role performance via graphs, reports and KPIs.
- Uses open standards for communication, security and access methods, data definitions, and devices

A Cuecent Success Dubai e-gov

Dubai e-gov, an initiative of the state of Dubai is delivering a unified payment infrastructure for all payment collections of all its 24 agencies. Dubai government agencies can now easily integrate online payment capabilities into their Web-based applications and can add other e-payment collection means such as telephone, kiosk, and POS. Citizens are able to make their payments using their credit/debit cards or directly from their bank accounts. Cuecent ePay provides the technology infrastructure to enhance citizen value, eliminate bureaucracy and increase productivity.

Cuecent, the product research and development division of Bahwan CyberTek Group, is a leading provider of BPM and BPM-based strategic industry solutions designed to drive business process agility in dynamic business environments while maintaining competitive and operational excellence, productivity, growth and profitability.

Bahwan CyberTek (BCT) is a global IT solutions leader in providing innovative software and services. With a state of the art Center of Excellence and employing more than 1200 consultants around the world, BCT brings proven experience and global resources to its customers with a unique and cost-effective approach. BCT has a strong presence in e-Government services and we have helped many cities worldwide to make a space for themselves in the best e-governed cities of the world. Energy and High Tech compose of other two major market segments. With a focus on technical excellence and quality, BCT is an SEI CMMi Level 5 organization and is committed to delivering world-class solutions for its customers. BCT continues to receive recognition and awards from industry groups such as: Red Herring Asia 100 Winner; Deloitte Fast 50 India and Fast 500 APAC. BCT was established in 1999 and has regional offices in India, the Middle East and the United States.



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