

"ePay" Dubai eGov ePayment Gateway

CASE IN POINT

About Dubai e-Government

Dubai e-Government assumes the position, as the virtual window on the whole of Dubai, going beyond its role of a virtual gateway to Government services. It offers a range of services to the citizens of Emirate and its visitors. These services include right from obtaining a local residency visa to e-mail. The overall objective of the Dubai e-Government is to amalgamate the information and services of Dubai's 24 government departments and present them to the public through one gateway. It provides technology infrastructure to enhance citizen care, eliminate bureaucracy, and increase productivity.

The Need for "ePay"

Dubai's e-Government Department, with its long-term objective to build a Dubai lifestyle portal, wanted to extend its services as a virtual gateway to Dubai. With its futuristic roadmap to bridge to its citizens, it was seeking a software solution to provide a single window interface, where its citizens can view, review and pay their dues for bills outstanding for various services (like electricity, water, telephone etc.) BCT was the chosen vendor to offer an integrated solution out of the 27 short listed vendors.

BCT Delivers "ePay"

The process of building the "ePay" application started by defining Dubai e-Government's presentment and payment requirements. Understanding the critical nature of this initiative, BCT carried out a detailed study of their existing environment. The following are some of the goals that was identified

- Enable citizens/customers to pay bills and settle service bills online
- Provide features as per customers suitability & need
- Drive down costs associated with printing customer bills

A final concept emerged and took shape as a basis for development and deployment of "ePay" system. BCT

proposed its EBPP solution using its product PAYSWITCH, an extended enterprise solution that provides comprehensive online bill presentment and payment. "ePay", developed using PAYSWITCH, would Provide a Complete 'command and control' systems for managing and operating the service via a secure Web interface. Not only does this provide its citizens the convenience of home to view, analyze and pay bills, but also results in process improvement and operational efficiency to Dubai e-Government.

PAYSWITCH

- Off-the-shelf EBPP solution
- Emulates traditional billing processes seamless Processing
- In-built Payment Gateway Interface
- Reliable and secure
- Reduces overheads - printing and dispatch
- Interactive between corporate and vendors
- Seamless service in demanding high-volume environments
- Interoperability with legacy billing systems
- Integrated into single 'command-and-control' admin interface for simple systems management

"ePay" Bill Payment

The Bill Window also provides the interface for the customers to make payments for their service bills online (Once the customers view and plan to pay for their bills they can pick and choose the services they want to pay for online). The application allows them to choose from the various online payment methods that can be Credit Card, Direct Bank Debit Account or can opt to pay offline via Cheques or cash payments

"ePay" Bill Presentment Bill Summary and Detail

When customers log on to "ePay", they can view the Bill window with a snapshot of customer bills that is due for payment (along with summary information on the bills) from various service providers. It presents a drilled down on the bill record, from the summary level list of records, for a detailed bill viewing.

Full or partial

ePay allows customers to pay for their bills in part or full, depending upon the terms provided by the Service Provider.

Paying for others

The application also supports making payments for bills that are not presented on the customers ePay account (In other words, customers can pay bills for those service providers for which the customer has not subscribed for viewing their bills online). They can manually enter bill number and other bill details before checking the payment method for that service.

Payment History

Once the bills are paid, the same gets moved from the Bill Window to the Payment History Window for customers' future reference. This helps them to keep an online record of the transactions with valid transaction number and record status (paid/unpaid)

**Vision of Dubai e-Government
"Ease the lives of people and
business interacting with the
Government and contribute in
establishing Dubai as a
leading economic hub". -
His Highness Sheikh
Mohammed Bin Rashed Al
Maktoum, Crown Prince of
Dubai**

About Bahwan CyberTek

Bahwan CyberTek (BCT) is a SEI CMMi Level 5 assessed software products and services company. BCT has operations in Oman, UAE, USA & India and is an associate company of the billion-dollar Suhail Bahwan Group of Companies.

BCT has the industry knowledge and expertise to propel your e-business strategies forward - evolving your business with real time response capabilities. As your offshore partner we bring to table a unique software production model that lets you cut over 30% of time and efforts estimates from all your conventional software development budgets. All those typical offshoring benefits that these conventional models bring are additional.



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