

## Portal Development for eGovernment Authority



### Background

Client is an eGovernment authority in the Middle East, looking for the development of a large scale and complex eGovernance platform that enables self-service for citizens.



### Challenges

The challenges encountered by the Trianz team while executing the project are:

#### **Government to Citizens**

- ▶ To provide information focusing content on city details, rules, jobs, education, recreational public safety etc.

#### **Government to Business**

- ▶ To provide information on economic development, trade regulations & licenses, tax rules, business grants and loan schemes

#### **Government to Government**

- ▶ Providing information on state data, economic development plans, disaster management & public safety norms and response management

#### **Internal Efficiency to Effectiveness**

- ▶ Using best practices for government operations – supply chain, HR documentation flow, and finance management



### Business Execution Approach

The Trianz team has charted the following execution approach to the client:

- ▶ Developed a success measurement metrics framework that focuses the execution team on its mission
- ▶ Analyzed internal and external variables that impact the e-Government implementation cycle
- ▶ Representation of the future state covering client's e-government capabilities, processes, delivery channels, technology infrastructure and organizational models
- ▶ Developed execution strategy and plan, incorporating contingencies, decision making framework, and team structure and governance model
- ▶ Mobilize technology and process re-engineering team and execution based on selected plan to deliver prioritized capabilities
- ▶ Review success of the initiative based on adoption and performance improvement



## Technology

**Supported Tools** – Filenet, Documentum, Liferay, SharePoint  
Data Migration, Data Analytics, Creation of Content Stores, Managing the Content Stores.



## Successful Business Results

### Award Winning ePortal

- ▶ Received best m-Government service award from Prime Minister of UAE
- ▶ Shortlisted for the United Nations Public Service Awards (UNPSA) Awards

The execution of the solution proposed by Trianz has achieved the following business results:

- ▶ Reach across the stake holders with relevant information across segments – Individuals, Business and Government Chapters
- ▶ Increased transparency of Government functions
- ▶ Improved efficiency and effectiveness of public services: e-payment of mobile bills, fine payment, enquiry for services etc.

### About Trianz

Trianz is a dynamic and fast growing firm that helps leaders in client organizations formulate and execute operational strategies to achieve business results from a senior management perspective. With a focus on Business Digitization, Analytics, Cloud Enterprise, Mobility and Cloud Infrastructure, we bring the best of consulting and technology experiences, execution models, and IP to deliver consistent success to clients. With offices in Silicon Valley, Washington DC Metro, New York, Bangalore, Chennai, Hyderabad, and the UAE, Trianz serves a wide range of clients from *Fortune* 1000 to emerging companies in high tech, insurance, financial services, retail, life sciences, public sector and logistics industries.