eDistrict Services

Customer Requirement

E governance project needs a software solution and that acts as a single point of contact for citizens and enables agency staff to manage case progression and resolution consistently across all government offices.

Solution Provided

The project included the application of advanced case management strategies using IBM® File net Software to create a centralized process-oriented management system for granting benefits, automating the agency's work and shortening service delivery. The solution includes the following software products

- IBM File Net Content Manager software provides a central repository for citizen information that can be shared by case managers across all branches and offices, thus eliminating redundant information.
- IBM File Net Business Process Manager automates business processes to help ensure equal and timely service and payments to all eligible citizens.

Benefits to the Client

- The architecture provides better automation of business process and provides central repository system for client .
- Ensures service is done at given time line
- Eliminate Redundant information.
- Monitor the usage of different services at different levels like service, channel etc.

Organization

Leading service provider in HR and e-governance vertical

Industry Sector

Public (e-governance)

Scope

Incorporate lotus XFDL forms with J2EE Framework and sync with MQe server to process by file net server.

Environment

Filenet Content Manager, Filenet Business process Manager, IBM WS MQ EveryPlace, Lotus Form Designer / Viewer, PlugIn Development.

Engagement Model

Onsite-Offshore model

For More Information

Gramener Digital,

call us at +91 40 6764 2131

email us at contact@gramenerit.com

visit our web site at www.gramenerit.com