



Integrated web based solutions
for the Government Sector

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Why integrated solutions for the Government?

The functioning of the Government at the Local, State and Central level happens through its myriad of departments and hundreds of corporations spread across the country. Each of these units has several functions internally and also communicates with other units or the higher ups in the ministries. Most often, these departments are either partially IT enabled or none at all. This results in fragments of data and reports scattered across the units, leading to inconsistent and incoherent picture of the performance of the unit. And this problem is compounded when the same information flows to other units and the higher ups in the ministry.... infact, in certain cases, the same inaccurate data, is published in several reporting formats all over.

Data accuracy and consistency can only be achieved when an IT solution

- achieves a significant amount of process automation within
- allows for future scale-up of operations in breadth and depth
- provides for contextual collaboration among the various units and departments
- avoids republishing by way of a single data source
- provides a web based interface the allows 24X7 access of data

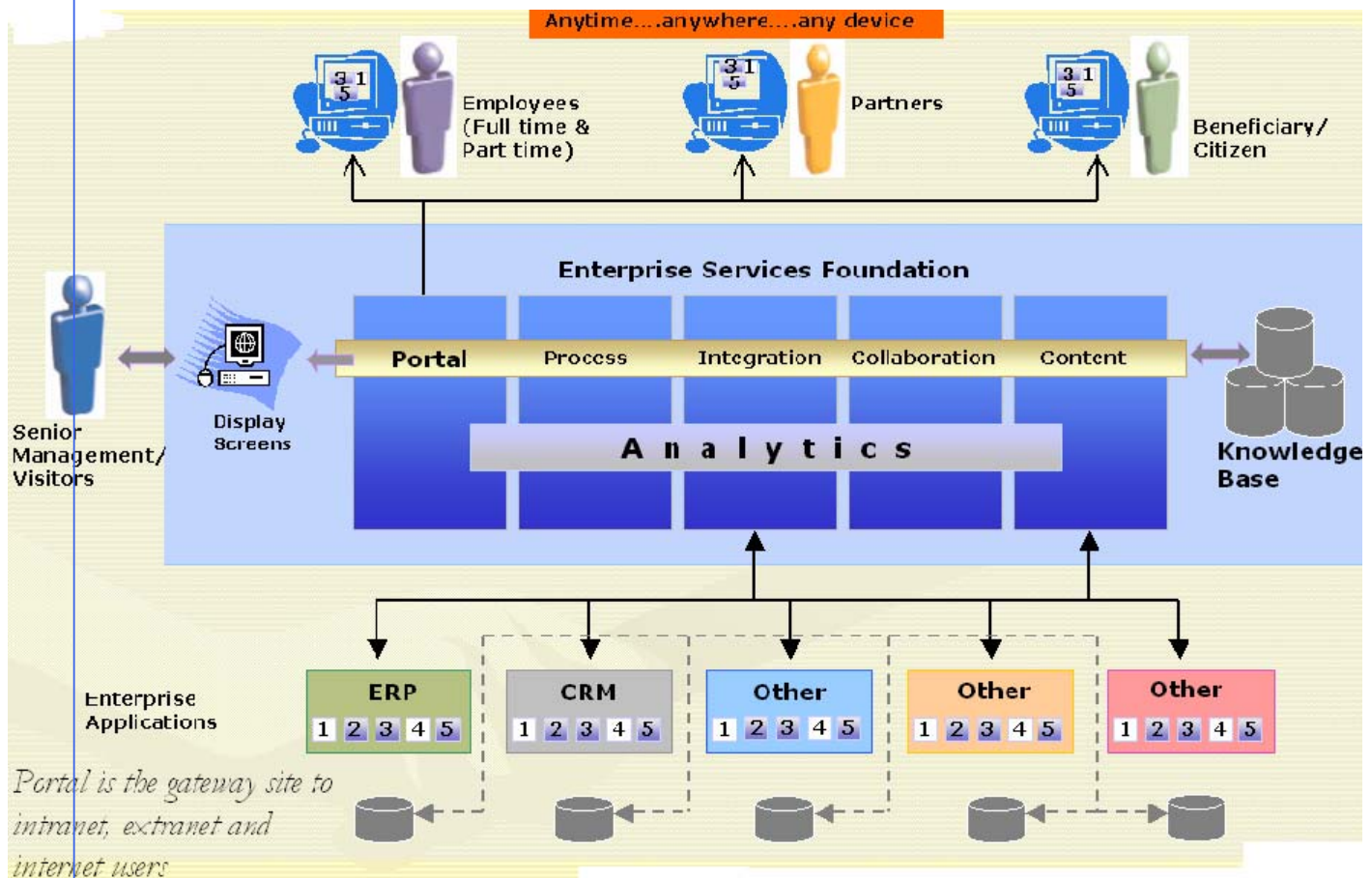


Fig 1: An integrated solution



Common business functions to be a part of an integrated solution

Typical functions of a Government corporation falls under three categories—internal (dealing with the employees and other elements of organization), external (dealing with the customer or the citizen) and external (dealing with other departments and ministries). Simply put the following are the key category of functions of any corporation or a Government department.

- **HR:** Deals with employee management—induction, appraisals, transfers, leaves balance etc—and maintaining an up-to-date service record.
- **Administration:** Deals with the day-to-day activities/services of the corporation—primary/Delivery (deliver a service to the customer), secondary/support (merely supports the primary activities).
To further elaborate, if we take the example of corporation that provides loans to a set of citizens, its primary activity is loan disbursement. So all the activities related to loan disbursement like selection and screening are considered primary while the rest are considered as support services.
- **Finance:** Deals with all the capture and processing of all the transactions for the corporation as a whole and all the related accounting procedures in compliant with the State/Central authorities.
- **Performance measurement and Monitoring:** Deals with the improvement of the key processes as identified in the Citizen charter or any other document, and continuously monitoring the performance measures—Outcome (Results/Impact), Output (Volume), Efficiency and Explanatory (Input).
- **Enterprise¹ wide communication and contextual collaboration:** Deals with the communication to all the stakeholders both internal and external by way of e-mails, portals etc and all the reports with proper context and in real-time.
- **Knowledge management:** Deals with managing the knowledge that is required to carry out the processes and also that results out of the execution. For instance, a functionary manual that guides the execution and e-mails/issues that arise during the course of execution—both would become the knowledge of the organization to be managed for future use.

An IT solution that includes all of the above could be termed as an Integrated Solution.

Roll out of the Solution

A proper roll out of such a solution is very important going by the inherent problems in a government organization. Some of them are

- Fluid nature of administration: Change is a way of life for government, where the officers/work-force have to respond immediately to the emerging needs. In addition, there are changes in the composition of the top team which needs to be accounted for.
- Resistance to change: Most of the work force being non-IT savvy it is a common thing for the solution provider to experience some prejudice and resistance to a new system.
- Unique training requirements: Government sector is probably the most challenging when it comes to user training. The users come from a variety of backgrounds—social and academic—thus throwing some very demanding training requirements.

¹ Enterprise here is the virtual enterprise encompassing all the stakeholders including the citizens/customers



Business intelligence Solutions for SMEs

So, it becomes very important for the solution provider to deploy the solution quickly and in phases. This allows the entire organization to 'ramp up' in a short period of time. And, the training should be minimal for the end-users.

Softrack.net: An ideal solution for the Government sector

Softrack.net, a proven solution for the Government sector is ideal for any government organization/department/corporation for the following reasons.

- **100% web based, 100% .net—no client software required**
- **Minimal training required for the end user and simple data entry**
- **Fast deployment—first enterprise report within days of implementation**
- **Projectizing operations—a unique way of automating the processes involved in delivery or support services and scaling up for the future requirements**
 - **Primary/Delivery Services**
 - **Funds monitoring**
 - **Employee monitoring**
 - **Project/Scheme monitoring**
 - **Secondary/Support Services**
 - **Top management calendar**
 - **Employee calendar**
 - **File movement, case resolution etc**

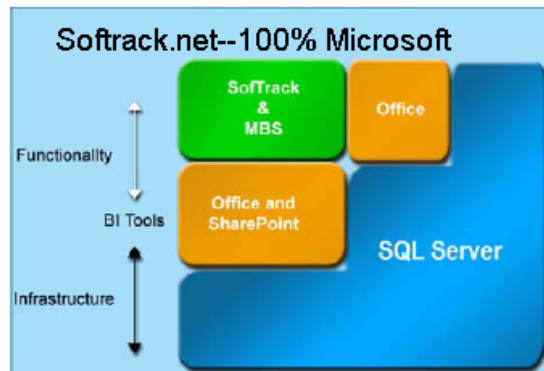




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- **Several features of HR built in—can be integrated with other Microsoft business solutions**
 - **Employee Profiles**
 - **Leave Balance**
 - **Employee Appraisals**
- **Several features of Sales and Purchase built in—can be integrated with other Microsoft Business Solutions**
- **Data capture and analysis built in for performance measurement and monitoring**
- **Web Portal for communication**
- **Knowledge management and Quality management—an integral part**
- **Contextual collaboration—e-mails, reports, graphs—all besides any process**

Softrack.net, also offers tight integration with Microsoft Business solutions and other Microsoft's technologies making it a highly scalable solution.



Softrack.net is the flagship product of Vortex Technologies.

Vortex is an innovative technology company headquartered in Hyderabad, India. Conventionally a product development company, Vortex is now fast expanding its services arm.

Vortex currently operates in the business space of business performance management with offerings in the fields of business intelligence and enterprise project management.

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