# Urban Governance

**SRIT**

**ecivic**

**Urban ERP** / **CAPABILITY BRIEF**

# CORPORATE

**SEI-CMM Level 5**
**SSE-CMM Level 5**
**ISO/IEC 27001:2013**
**ISO/IEC 20000-1:2011**
**ISO 9001:2015**

**Process Certifications that assure reliable delivery**

## Deloitte.
### Technology Fast 50

**Top 50 Fastest Growing Tech. Company for 4 consecutive years**

Baxter

Shell

BCG

TÜVRheinland

**Serving Fortune 500 Clientele across the globe**
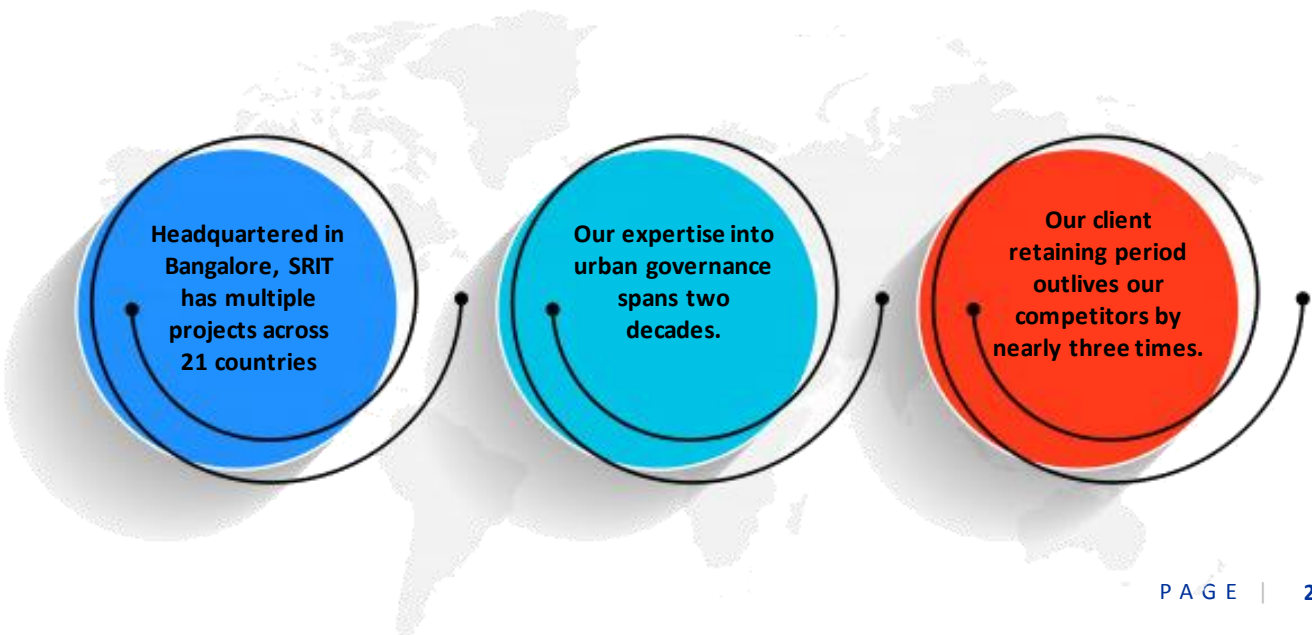
Establishing presence in over 21 different countries including the US, Europe, the Middle East, Asia Pacific and Africa, SRIT's products and solutions have permeated each of our customer's geographic region of operation.

Most of our projects are focused in the Healthcare, Enterprise eGovernance and IP-MPLS Communication space. SRIT manages multiple state wide governance initiatives for Urban Development and Investor Care.

Our ongoing projects include implementing Smart City & Safe City projects, solutions for ERP, implementing state-wide OFC & Communications Network, Billing & Revenue-Cycle-Mgt. for Utilities, Telecoms, Universities, Educational Institutions and other private sector firms, apart from large government enterprises.

Project functions have ranged from Application Development, OSS-BSS-NMS Managed-IT and Systems Integration.

**Headquartered in Bangalore, SRIT has multiple projects across 21 countries**

**Our expertise into urban governance spans two decades.**

**Our client retaining period outlives our competitors by nearly three times.**

# IDENTITY

/

**Converting information to wisdom for effective support of decision making**

## WHO WE ARE

Through the last two decades, SRIT has been working with clients and partners to help manage and govern the built environment.

We have worked with several public sector organizations as well as private sector companies on various prestigious ICT projects across the globe.

> " **We work with some of the largest government organizations in Asia, Middle East, Africa, and Americas** "

> " **We provide software product based IT solutions that tackle some of the major problems in urban governance** "

## WHAT WE DO

SRIT has successfully implemented mission critical and productivity enhancement software solutions for government agencies and corporations to support governance of the built environment.

This includes enterprise class software solutions for state, county and urban local bodies and industrial agencies in India, Africa, and the USA.

## WHAT DRIVES US

We work with the aim of bringing about visible positive transformation to our clients operations. We look at every technology, method, and tool that helps us achieve that objective. We realize that substantial benefits from an IT system can be only realized by our clients in the medium to long term. Therefore, we work to ensure that the system we implement gets adopted widely and is utilized entirely.

> " **We take great pride in being a genuine long term partner to our clients, helping them leverage ICT for growth** "

# EFFECTIVE

**Doing the right things, and doing them the right way**

**At SRIT, we design our solutions with the prime objective of being effective in addressing the specific business problems and needs of our clients, while also enhancing their operational efficiency.**

Effectiveness is achieved when you carry the required competence and be in the shoes of your client

Information technology is a very competitive business sector where technological capability is available more widely than ever before. The first question therefore in front of us is can we create better results for our clients than anyone else? And if so, what all methods exists to achieve this prime objective?

"

**Emphasis on achieving the outcome is more important than just relying on prescribed methods to pursue it**

"

Purpose

Usability

Scalable

**IT Effectiveness**

Viable

Innovation

Growth

Any solution is effective only if it addresses the core of the problem and not its superficial elements

"

**Our software products ensure that the major business problems of our clients are addressed first**

"

At SRIT, finding new answers to the above question drives our thought and action, every day of the year. By a combination of incremental improvements and breakthrough innovations, we come up with new ways of improving our clients operations. This attitude helps us stay focused on what brings us business growth: the measurable results we can create for our clients through smart use of technology and processes.

# FOCUS

## EXPEDITE G2C / G2B / G2G OPERATIONS

We continuously develop our expertise to help government organizations better engage with investors, businesses, and other government agencies.

## ENHANCE THE EASE OF DOING BUSINESS

Business investment is the prime driver of every growing economy and is a dynamic that needs to be managed properly. SRIT actively participates in EODB operations of our clients across multiple countries.

## SUPPORT SMART CITIES DEVEOPMENT

A modern society demands a smarter way of living and doing business. This has led to wider adoption of smart cities that upgrades the quality of life for its occupants, as individuals and as a society. SRIT offers ICT solutions that enables its fulfilment.

The diverse functions involved in planning, development, governance, and maintenance of built environment are supported by SRIT through various COTS packages as well as custom software projects.

This includes automation initiatives such as paperless office, construction design, building plan verification, and approval activities that happen in government agencies. SRIT also supports planning, execution, and monitoring of various types of projects - from dams and canals to residential or commercial buildings.

The entire project life cycle and its associated resource management activities are facilitated through ERP and integrated special purpose software packages.

SRIT also offers solutions in back office functions like human resource management, payroll, financial accounting, asset management, and land and legal management, for government and private organizations.

We provide investor interaction portals and customer relationship management functions.

# Urban Governance

Managing an urban organization is a huge challenge that involves satisfying the most demanding customers of all: investors. SRIT helps urban agencies, manage their internal operations across diverse functional departments by providing an integrated web based software product platform: eCivic. The Govern platform is integrated to public facing operations, while adequately supported by a transaction management platform combining a workflow system, a document management system, and an audit trail system among others. The eCivic platform enables our clients to integrate diverse operational processes through easy and instant sharing of documents and information, which is supervised by authorized administrator of the system.

**Improve alignment of strategies and operations**

Enable the management to control the project with macro or micro level scrutiny

Better control on management of utilization and idling of resources like labor and equipment

**Improve productivity and operations insight**

**Access real time integrated and accurate business information**

The operations of different departments get integrated, which eliminates the delays due to information exchange and processing time

Manage the entire lifecycle of all your projects in a single integrated system with end to end visibility

**Streamline project planning and delivery**

**Identify risks and pursue opportunities proactively**

Identifying potential risks and opportunities, which is useful for management of multiple business functions from projects to revenues

Comprehensive view of revenues versus expenditures for individual projects, and across the organization leading to better working capital planning

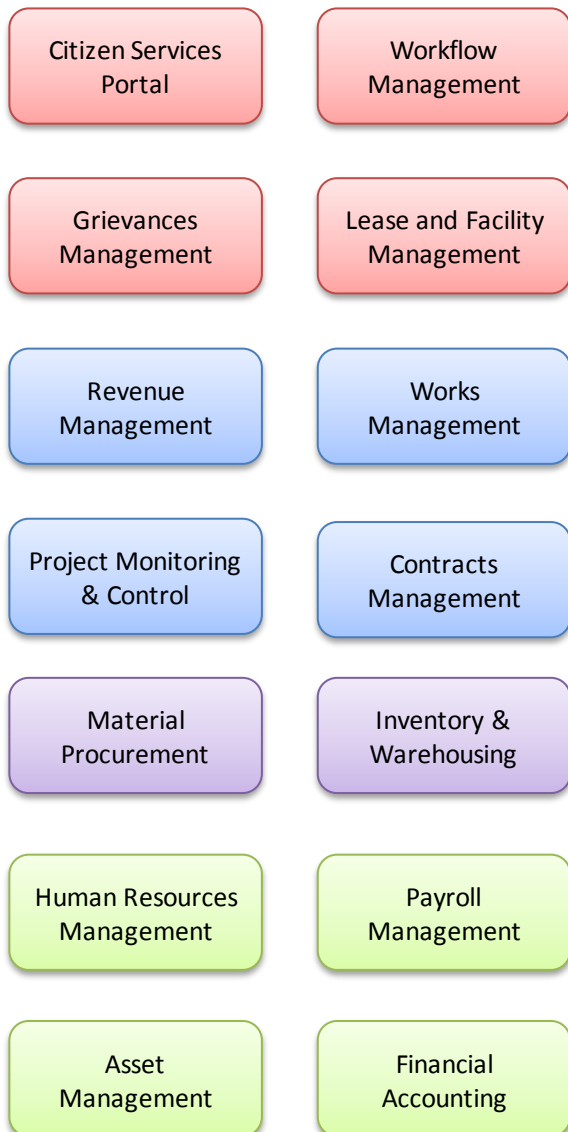**Optimize working capital and maximize revenues**

The diversity of the functional operations in a urban / industrial organization demand for an ERP class software platform like eCivic.

The Govern platform ensures that information redundancy and manual errors are eliminated in the system, while process cycles and resource wastage are reduced to a minimum.

The functional operations rely on best practices and widely adopted process frameworks like that of PMI for project management.

The major modules and key features of the system is indicated as below.

## KEY MODULES

| Citizen Services Portal | Workflow Management |
|---|---|
| Grievances Management | Lease and Facility Management |
| Revenue Management | Works Management |
| Project Monitoring & Control | Contracts Management |
| Material Procurement | Inventory & Warehousing |
| Human Resources Management | Payroll Management |
| Asset Management | Financial Accounting |

## KEY FEATURES

- Investor Applications
- Document Processing and Approvals
- Document Storage and Access Control
- Industrial Facility Leasing
- License Generation
- Revenue Collection
- Define Activity Library and Resources
- Perform Rate Analysis
- Define Project Charter and Zero Budget
- Define WBS, Work Package, Schedule Activity
- Define Duration, Start and End Dates
- Compute and Baseline Project Plan
- Measure Work Progress
- Manage Punch List
- Request For Material
- Material Indent
- Request For Bid
- Bid Analysis
- Purchase Order
- Supplier Advances
- Supplier Delisting
- Opening Stock Entry
- Goods Receipt Note and Goods Rejection
- Debit/Credit Note
- Invoice Entry and Supplier Advances
- Payment Certification
- Material Issue and Return
- Material Transfer Return
- Stock Reconciliation and Adjustment
- Material Disposal
- Personnel Information
- Candidate Evaluation, Selection
- Employee Induction, Training
- Performance Management
- Employee Assignment, Appraisal, Promotion
- Disciplinary Actions, Exit
- Employee Self Service
- Configure Salary Scale
- Capture Attendance and Leave
- Manage Loans and Advances
- Payroll Processing
- Asset Register
- Asset Allocation
- Asset Depreciation
- Budgeting and Cost Centre
- Journal, Bank, Cash, and Contra Vouchers
- Com-Com Fund Transfer
- Bank Receipt, Cash Receipt
- Bank Payment, Cash Payment
- Cheque Printing
- Bank Reconciliation

# Ready to Deploy Software

## WORK MEASUREMENT

Project
--Select--

| IOW Description | Work Order Quantity | Variation Quantity | Total Quantity | Measured Quantity | Balance Quantity |
|---|---|---|---|---|---|
| RCC works for columns | 0.00 | 20.00 | 20.00 | 0.00 | 20.00 |
| RCC works for roof slab and beam | 0.00 | 50.00 | 50.00 | 12.00 | 38.00 |
| Concrete road works | 25.00 | 0.00 | 25.00 | 14.00 | 11.00 |

Page Size: 10   Page 1 of 1 (Rows:3)

EXIT

IOW - Item of Work

## SERVICE REGISTER

> Personal Details

### PERSONAL DETAILS

Employee ID *
12

Employee Name *
Mary

Father's name *
Paul

Mother's name *
Margarette

Spouse name

Date of Birth *
21/02/1989

Permanent Address *
No. 20
Indus villa

Present Address *  ☑ Same as Permanent Address
No. 20
Indus villa

Mobile Number *
9876543210

Phone Number

Email *
abc@gmail.com

Gender *
○ Male ● Female

Religion
Christian

Category
OBC

Physically handicapped class
● No ○ Yes

Blood group
AB+

Remarks

SAVE   SAVE & CONTINUE   CANCEL

## RECEIPT OF BID

ROB Code
MB-2

ROB Date
23/05/2017

RFB Code
MB-1

RFB Date
23/05/2017

Tender Opening Date
23/05/2017

Tender Closing Date
23/05/2017

BID Opening Date
23/05/2017

EMD Amount

Supplier Name

2500.00

☑ EMD Applicable   ☑ Adjustable

### BID ITEMS

Discount
- Select -

UPDATE

REVISE RATES

| Sl No | Material Group | Material | Material Brand | UOM | Quantity | Rate | Amount | Discount in % | Discount in Amount | Rate after Discount | Final Amount | Del |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Electrical cables | Coaxial cable | Havells | Metre | 10.00 | 18.00 | 180.00 | 0.50 | 0.00 | 17.91 | 179.10 | 23/05/2017 |

SAVE   CANCEL

## UTILIZATION OF SCHEMES
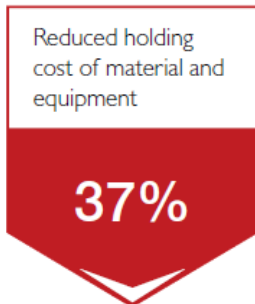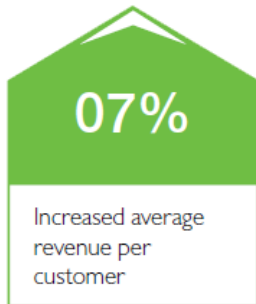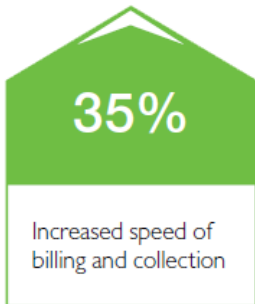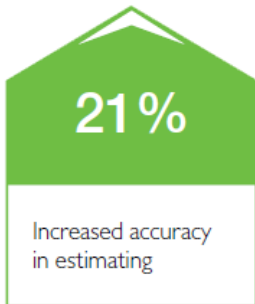
All amounts shown are in INR

Utilization Code
UE-1

Company
Bhubaneswar Development Authority

Scheme
Indira Awaas Yojana [Provides 1 BHK detached houses tt

Utilization Date
27/10/2016

Fin Year
2016-2017

### SCHEME DETAILS

| Sl No | Scheme Type | Amount Granted | Amount Received | Cumulative Spent | Amount Spent | Balance Amount |
|---|---|---|---|---|---|---|
| 1 | GOI | 80000000.00 | 20000000.00 | 0.00 | 1500000.00 | 18500000.00 |
| 2 | State | 80000000.00 | 20000000.00 | 0.00 | 1800000.00 | 18200000.00 |
| 3 | ULB | 40000000.00 | 26000000.00 | 0.00 | 1700000.00 | 24300000.00 |

Total Amount Granted
200000000.00

Total Amount Received
66000000.00

Total Cumulative Spent
0.00

Total Amount Spent
5000000.00

Total Balance Amount
61000000.00

SUBMIT   EXIT

# Tangible Benefits Across Departments

**21%** Increased accuracy in estimating

**35%** Increased speed of billing and collection

**40%** Improved customer service levels

**07%** Increased average revenue per customer

Reduced resource wastage and idling **26%**

Reduced reconciliation time **51%**

Reduced holding cost of material and equipment **37%**

Reduced administrative costs **16%**

## SEARCH FOR THE RIGHT INFORMATION AND DOCUMENTS IS NOW OVER

Even with the adoption of office automation, urban and industrial agency offices face the challenge of finding a particular document or information that lies in an obscure department, in a paper file or a computer.

eCivic addresses this problem quite effectively by making information and documents available in transactional processes as well as in repositories.

## INVESTORS CAN NOW ENGAGE WITH THE AGENCY FROM THEIR OFFICE

Investors and people wish that they could do away with standing in queues while visiting industrial and other government offices. Investor Agencies can now complete their requirements from the convenience of their home.

eCivic online payment create convenience for citizens and business alike while helping the government collect receivables faster.

## INDUSTRIAL DEPARTMENTS CAN NOW EASILY SHARE DATA AND WORK AS ONE TEAM

Sharing documents is one thing, but sharing transaction data between diverse departments on real time basis is a more complex challenge. eCivic addresses this by effective transaction data capturing and sharing between multiple modules so that significant workload of individual departments to accumulate and verify data is reduced.

# QUALITY

Weaving quality into the organization fabric through habits of the team

SRIT's software development company is assessed at CMMI Level 5. This certification acknowledges the fact that SRIT implements an institutionalized quality management system in 17 process areas, which has been appraised by KPMG, an accredited CMMI Certifier, to confirm the level of quality delivered at any phase of service. CMMI Level 5 accreditation is shared by less than 1,200 global companies.

Capability Maturity Model Integrated (CMMI) is the structured collection of software engineering best practices that has been published by the Software Engineering Institute (SEI) of Carnegie Mellon University (CMU) located at Pittsburgh, Pennsylvania in USA. Achievement of CMMI Level 5 attests to SRIT's deep commitment to a customer-oriented approach to product and service delivery.

**CMMIDEV /5**

Capabilities that reflect a commitment to repeatable success for our customers means being able to provide:
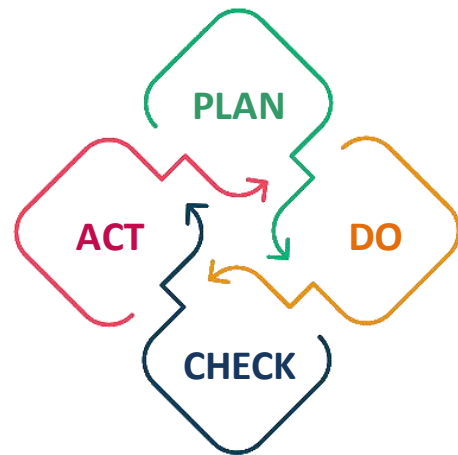- Requirements Traceability
- Structured Project Management Approach
- Analysis based on Historical and Current Project Data
- Peer Reviews
- Quality Assurance and Testing
- Work Product Validation
- Systematic Evaluations of Defined and Adopted Processes

**VALUE   TRUST   RESPECT**

PLAN — DO — CHECK — ACT

**PDCA** (plan–do–check–act or plan–do–check–adjust) is an iterative four-step management method used in business for the control and continuous improvement of business processes. At SRIT, we consider this as the guiding philosophy for quality assurance.

Repeating the PDCA cycle bring our operations closer to the efficiency levels required to serve the market competitively.

The PDCA approach allows us to have major breakthroughs or quantum improvements in our business performance.

As a CMMI Level 3 company, SRIT is able to offer significant benefits to our client organizations through:
- Increased Productivity
- Increased Quality Deliverables
- Faster Time to Market
- Cost Reduction
- Increased Customer Satisfaction

# DELIVERY

Delivering world class products and services is a challenge that we take seriously. By every passing day there unfolds a new dynamic that is an opportunity for us to chase perfection in what we deliver to our clients. The SRIT philosophy is to focus on continuous improvement. Therefore we keep sharpening our capabilities, revisit our past experiences, document our successes and failures, and bring more rigor to our operational discipline to ensure that we can deliver the best to our clients than our competition.

## Enabling World Class Delivery through Multi Dimensional Competence

| | | |
|---|---|---|
| **Industry, Domain Knowledge and Experience** | | Broad experience covering products, and processes. We use our segment business models to identify likely key control issues within Govt. Business |
| **Proven Methodology and Focused Approach** | | Well developed and proven methodology coupled with understanding of your business for a focused and distinctive IT solution |
| **Fully Integrated Solution Platform** | | Range of ERP, BPM, DMS, and CAD automation products with right combination of functional and technical integration to work seamlessly on one platform to maximize value and ROI |
| **Experience with large Government IT Initiatives** | | SRIT has extensive track record in providing enterprise solutions and services to large government organizations and urban local bodies worldwide |

Help Desk

User Issues

Support Portal

Tech Support
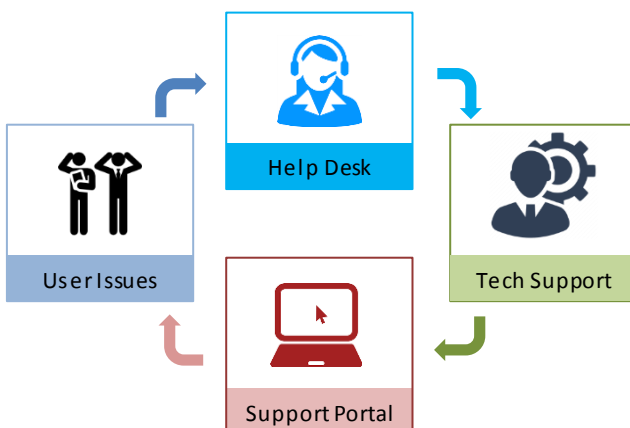
## Client Support Process

SRIT uses a practical blend of human interaction and automated support ticketing portals to facilitate first-rate support to our clients.

We operate with client specified dynamic priority lists and predefined SLAs with the objective that our client's business never gets disrupted. Our customer support executives are trained for maximizing issue resolution in the level 1 support stage itself.