

## 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 e-governance company

### 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

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