



Ramco's next-generation solutions for
Governments



Forward looking Governments embrace innovation in technology to raise their standard of Governance

Today, Governments worldwide are embarking on transformation exercises to raise the standards of Governance, and serve their citizens better. As expectations of citizens are constantly evolving and increasing, Governments need to diligently take measures to provide high quality, single-window services, short turn-around times and multi-channel personalized service delivery. On the other hand, they have to prioritize their financial resources more prudently, which is nothing but the taxpayer's money.

Predictably, forward looking Governments are embracing innovation in technology to transform and serve better. Leveraging a robust and flexible IT infrastructure that make the various participating departments work as a single body and offer the necessary transparency to both Government and Citizens, ideally could be the starting point.

Ramco VirtualWorks™

Enables flexible business processes and focused analytics

Ramco has deployed powerful solutions and services to Governments for over a decade. At the heart of these offerings is our highly flexible Ramco VirtualWorks™ - a collaborative solution innovation platform that delivers flexible business processes and focused analytics. Its unique collaborative co-creation process results in enterprise solutions that fit like a glove, and integrate seamlessly with any other technology systems, platforms and applications. You can benefit from:

- 1,000+ growing component repository of re-usable enterprise-class solutions
- Collaborative online development process
- Solutions that streamline business processes, while adapting very quickly and cost-efficiently to continuous change
- Ability to leverage existing IT assets, thus significantly decreasing time-to-business value
- Real-time, actionable business analytics, identifying what needs to be changed, and why
- Web-enabled end-to-end integration, allowing global collaboration on business processes
- Intuitive, easy-to-use systems that integrate quickly and effectively with existing systems



Innovative solution that help Governments transform

At Ramco, we understand the importance of the 'Good Governance' and how IT can be an effective tool for development and a powerful instrument of change. We enable you to effectively transform your existing IT infrastructure into a more flexible business process platform, so that you can continue meet your citizen's expectations, substantially cut operational expenditures, improve service delivery and transparency, implement policies or move towards large scale technology transformation.

Ramco has successfully designed and implemented many game-changing solutions ranging from point solutions to large-scale deployments encompassing many Governance processes across entities such as Municipalities, Corporations and Public Sector Units worldwide.

Ramco's pre-built solution for Governments covers a full spectrum of Governance processes including Customer Care, Property Taxes, Billing, Collections & Debt Management, Contract and Project Management, Financial Management, Supply Chain Management, Human Capital Management, Payroll and Business Analytics. These processes are configurable to suit the specific needs of Governments - be it a municipality in South Africa or a provincial Government in India.

Our solution is meticulously designed to help your Government explore new and innovative ways in administering 'Good Governance', while building a solid base for the present as well as future.

Business Analytics, MDM & GRC

Ramco's solution for Government	Housing & Lease						Purchasing	
	Property Tax	Service Restrictions				Payroll	Purchasing Administration	
	Sundry Loans	Deposits			Shut Down Management	Compensation & Benefits	Strategic Sourcing	
	Micro Trade Support	Customer Profiling	Credit Authority Provisioning		Work Management	Employee Development	Payables	
	Call Center	Electricity	Front & Back Office Receipting	Customer Requests	Materials Management	Predictive Maintenance	Workforce Management	Fixed Assets
	Kiosks	Solid Waste Management	Revenue Allocation	Services Agreement	Accident Management	Preventive Maintenance	Recruitment	Cost Planning & Control
	Customer Portal	Water & Sanitation	Bill Generation	Customer Registration	Fleet Maintenance	Asset Induction	Planning	General Accounting
	Citizen Services	Services	Billing, Debt & Receipting	Customer Management	Fleet Management	Asset Management	HCM & Payroll	Procurement & Finance
	Ramco VirtualWorks™							

Citizen Services & Information Delivery

You can manage information on citizens, offerings and accept requests for various services. Citizens can interact via multiple media such as Web Portal and Call Centers in addition to your front-office counters. Each avenue acts as a single window and thus reduces citizen wait times while improving service.

Utilities & Other Services

You can improve service delivery operations of utilities (electricity, water, refuse removal) including readings management, garbage collections and landfill dumps. Manage sundry citizen services and the resulting revenue from areas such as housing / commercial leases, developmental loans and facility hire.

Property Taxes

Tax definition based on various configurable parameters can be administered, rebates can be defined on various slabs, and deferrals are possible now for some deserving tax payers. You can bill and collect taxes either in one installment or many.

Billing, Receipting & Debt Management

You can manage billing and collections of service charges through a high-performance, configurable billing engine, ably supported by a receipting system. Debt monitors allow you to keep track of defaulters and encourages compliance by various means - penalties to disconnections to legal action.

Micro Trade Support

Promoting micro trade for informal / SME traders is possible by managing and offering trading site permits, training, conducting exhibitions, etc.

Fleet Management

You can track the service life, movement and maintenance history of your vehicles including serialized parts like engine.

Procurement

Manage purchase processes and enhance supplier relationships efficiently. Solution supports normal, capital, consignment and dropship procurement, quotation through bid management, goods receipts, purchase budgeting & control, supplier performance ratings and handle complex sub-contracting processes.

Asset Management

You can maintain effective control over your assets throughout their lifecycle from capital planning and budgeting, procurement and operations, to maintenance and repair. Achieve integrated asset maintenance and management and an improved return on assets.

Finance

Achieve streamlined financials across your multi-company and multi-currency enterprises. You can configure financial statements for your requirements and benefit from a powerful global tax engine.

HCM & Payroll

Automate your entire human capital management process with seamless integration with payroll. Efficiently manage workforce, staffing, employee development, planning, and compensation & benefits.

Business Analytics, MDM & GRC

You can gain business insights through the use of dashboards, key performance indicators, and a balanced scorecard framework and improve your responsiveness to business. Through our Master Data Management services you can quickly identify, target and resolve master data issues and restore confidence to your business intelligence. Our GRC solution helps you improve the quality and effectiveness of compliance programs and manage your risks better.

Ramco Co-Creates with eThekwini to deliver an Individualized Customer Experience for All Durban Citizens

eThekwini Municipality, Durban, is one of the largest municipalities in South Africa with a population of approximately 3 million. eThekwini offers many services to its citizens including electricity, water, waste removal and collects revenue from the citizens.

Need

eThekwini required an integrated Revenue Management System in order to serve their citizens better. The solution had to have best-in-breed practices for customer care and billing, and also cater to the unique services offered by the municipality. The system had to be easy to maintain and be flexible to cater to policy changes.

Solution Highlights

Ramco's solution (RMS) to eThekwini includes an integrated Customer Care & Billing system catering to the revenue management needs of many departments such as Electricity, Solid Waste, Water & Sanitation, Sundry Loans, Housing, Real Estates, Informal Trade Regulation and Support and Property Taxes.

RMS has flexible, configurable and high performance tariff, billing and debt management components that allow eThekwini to improve their collections. RMS integrates with many of the existing systems to ensure a smooth data exchange between the various departments and systems.

Key Benefits

- Increased productivity
- Minimized manual intervention, enabling the staff to focus more on customers
- Enabled on-line monitoring of revenue collection across locations
- Enhanced customer service levels
- Allowed for extended receipting hours and made life simpler for the 800,000 customers of the municipality

Co-create with Us!

Ramco's co-creative approach can deliver the same winning results for you as we have for the Governments worldwide. For more information about Ramco, contact us at info@rsi.ramco.com Or on the web at www.ramco.com

Ramco is a global provider of business consulting, enterprise solutions and outsourcing services that enhance business value through better business processes and agile global-class applications.

Ramco Systems has offices in nine countries and over 450 customers in 1,000 locations worldwide. The company provides solutions to multiple verticals including banking, insurance, manufacturing, supply chain, aviation, transportation and logistics, healthcare, governance, retail and more. Ramco Systems has been certified for ISO 9001:2000 quality standards and assessed for SEI CMMi - SW Level 5. The company is part of the USD 800 million Ramco Group and is publicly held.

