



e-Government Citizen-Centric Services

DELIVERING MODERN E-GOVERNMENT WITH CITIZEN-CENTRIC SERVICES

Government agencies throughout the world are confronted today with citizens demanding better services, better security and better democracy, while businesses demand less bureaucracy and more efficiency. Software AG's e-Government solution — based on the innovative Business Infrastructure Suite — help you provide better service delivery, while at the same time improving efficiency and reducing the costs of government - faster.

e-Government today

Existing government Web sites offer access to government information, allow simple transactions and provide links to other relevant agencies. But it is clear that e-Government is no longer just about “Web-enabling” government agencies. To be able to provide secure and responsive access to citizens and businesses, government organizations need to share and analyze

information across many levels, departments, agencies and geographies. The fluid sharing of information across service delivery organizations is a vital enabler for improvements in both efficiency and effectiveness. Legacy processes and systems can act as barriers to effective automation. Data silos also result in limited service to constituents and restrict the ability to track adherence to compliance requirements.

The long-term impact of well-implemented, seamless e-Government solutions within your agency is more streamlined and agile performance, enabling you to respond more quickly to citizen and business needs. Cost savings are an important part of this agenda, but qualitative improvement is equally important as well.

Seamless solutions can be achieved by implementing streamlined e-Government with a Service-Oriented Architecture (SOA),

because it allows you to integrate data, processes, services, applications and systems. A clear benefit of this approach is the possibility of having single views, where all data related to one citizen or business is shown on a single screen.

Implement connected government services

Streamlined service delivery is all about enabling governments to connect seamlessly across processes, functions, agencies and jurisdictions to deliver effective and efficient services. By implementing connected government, a consistent and unified face is presented to citizens and businesses, regardless of whether approaches are made in person, online, over the telephone or via any other form of technology. This approach does not only match private sector best practices, but it also reduces the costs of interacting with government and the paper burden.

“The Software AG platform has allowed us to build, maintain and integrate our systems in accordance with Public Administration dynamics, with the speed and efficiency required for providing a good service to contributors. On our busiest days, load transactions processed have increased by 40 percent and the payment of municipal tax transactions has increased by 80 percent.”

- Antonio Lozada Fela, IT Manager & Consultant, The Department of the Treasury of Puerto Rico

Software AG helps you to enable your IT environment to reach the stage of connected government and seamless service delivery by:

- Streamlining inefficient and redundant processes and standardizing similar processes
- Sharing and re-using existing technology assets
- Enabling more agile service delivery and the ability to quickly redeploy services among different agencies

Create a single citizen or business view

Powerful data and system integration allows “customer-facing” public servants to access the latest information required to efficiently handle customer requests and provide reliable, accurate services.

Software AG’s e-Government solutions allow you to:

- Aggregate information from multiple locations to create a “single view” of any

citizen or business record

- Enable a central, single-entry access point to government services
- Create a personal service page on your agency’s Web site that shows citizens and businesses their profiles and the status of any ongoing cases and applications

Making e-Government a reality

Software AG has helped government institutions from all tiers around the globe to modernize their services, integrate new technology with legacy systems and streamline business processes, allowing them to provide citizens and businesses with a new generation of advanced e-Government solutions: citizen-centric, results-oriented and market-based.

Software AG can provide your agency with powerful tools in the area of e-Government.

With our assistance, public organizations have:

- Improved the level of customer service offered via e-Government portals by providing self-service one-stop shopping
- Integrated into one system all the processes for tax creation, collection management, tax inspection, statistical analysis and accounting
- Managed civil registers through a Web interface that allows the tracking of all events (births, weddings, deaths) and which also issues all types of certificates needed by the citizens

Let us help you develop first-class citizen-centric e-Government solutions by reusing and enhancing existing functionality — faster.

AT THE CORE OF SOFTWARE AG’S CASE MANAGEMENT SOLUTIONS

SOA is a key enabler for governments to create connected e-Government. Software AG offers the innovative, standards-based Business Infrastructure Suite to enable an SOA. Our suite allows you to unlock data and functionality from your legacy systems, and to rapidly and cost-effectively create, manage and govern processes without costly investments. Based on open standards, Software AG’s Business Infrastructure Suite also supports future systems.

Information Integration – Combine data scattered in different systems and improve the visibility of information by displaying it on a single, user-friendly view. Model business views across heterogeneous data sources by leveraging semantic integration.

Legacy Modernization – Integrate legacy systems with new business applications – all without touching legacy code. Our SOA suite makes legacy application transactions (user session, program logic) available as modular services for reuse in new composite applications or business processes through an SOA.

Business Process Management – Align people, data, processes and existing and new IT systems with your business strategy to coordinate and optimize all processes across your government organization, which will allow your agency to deliver better service to citizens.

SOA Governance – The powerful, open and standards-based SOA registry and repository CentraSite™—co-developed by Software AG and Fujitsu — of SOA initiatives to gain control and transparency over loosely coupled services in an SOA environment.

Take the next step to get there - faster.

To find the Software AG office nearest you, please visit www.softwareag.com

ABOUT SOFTWARE AG

Software AG is the world’s largest independent provider of Business Infrastructure Software. Our 4,000 global customers achieve measurable business results by modernizing and automating their IT systems and rapidly building new systems and processes to meet growing business demands.

Our industry-leading product portfolio includes best-in-class solutions for managing data, enabling service oriented architecture, and improving business processes. By combining proven technology with industry expertise and best practices, our customers improve and differentiate their businesses – faster.

Software AG – Get There Faster

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