



TECHNOLOGY

e-Governance Solutions

Smart e-Governance for a Digital Nation

Unprecedented demographic changes, rapid urbanization and need for public safety are challenging Governments like never before. A connected Government has the ability to accelerate decision making, improve revenue collections, provide essential citizen services and simplify the lives of millions of citizens.

As a leading solutions provider of e-governance services, CMS works closely with various government bodies to build a modern, IT enabled framework of governance.



By leveraging technology, financial models like Public Private Partnership (PPP), innovative capabilities and the wealth of Big Open Data available, Governments can create a robust public infrastructure, ensure safety and security of its citizens, facilitate sustainable economic growth, build conducive ecosystems and build stronger communities.

Efficient and transparent governance, enhanced delivery of public services to citizens and attracting capital have become crucial indicators of the success of any Government.

Disruptive enablers in the form of Internet of Things (IoT) and Social, Mobile, Analytics and Cloud (SMAC) have opened avenues for smarter governance that ranges from Citizen Services to Traffic Management and from Public Safety Infrastructure setup to Financial Inclusion.

The CMS Legacy: Pioneering e-Governance in India

Since inception, CMS Computers have played a role in scripting the 'Digital India' roadmap with a strong 'Design in India', 'Make in India' approach. CMS has built a robust delivery model by expanding the network of service centres and workforce across rural pockets and major urban centres in India. As a leading solutions provider of e-governance services in the country, we deliver hundreds of government services to millions of citizens everyday. We have simplified the lives of millions of Indians through delivery of Government services, Financial Inclusion, Insurance services, Identity Services, Consumer Products as well as Training and Skill development right down to thousands of villages across India.



Leaders in e-Governance

Over
18,000
active common
service centres

Presence in
more than
100,000
villages

Reach out to
700,000
citizens every month

Facilitate
100
million
transactions
per year



CMS e-Governance Portfolio

Government & Public Sector Digital Transformation

Realizing that digital engagement and transformation can provide a new level of service to citizens and enable government to fulfill its mission more effectively, CMS has built a whole suite of Digital Transformation solutions for the government. We help central, state and local governments maximize investments and optimize IT performance strategically through technologies, software development as well as our operational expertise. Our enabling capabilities include process design, change management, IT and business alignment, Application development & implementation, Systems Integration, Program management, and Managed Operations.

Integrated Citizen Services Delivery—Urban and Rural

Under the National eGovernance Plan (NeGP), we build and operate Citizen Service Centers (CSCs) that are ICT enabled front end service delivery points.

These act as a one stop shop for a variety of Government to Citizen (G2C), Government to Business (G2B) and Business to Citizen (B2C) services related to transport authorities, municipal corporations, utility companies, Consumer companies, banks and financial institutions, security agencies and government departments. Our CSC Network also caters to private sector services in the areas of agriculture, health, education, entertainment, FMCG products, banking, insurance, pension, utility payments, etc.

Through our chain of Integrated Citizen Service Centers (ICSCs) and multiple delivery channels like electronic kiosks, mobile phones and the Internet, citizens now have access to all Government services anytime and anywhere irrespective of jurisdiction, department or agency. These also help deepen and broaden the economy right down to the villages.

Digitization of Land Records

CMS actively works with state governments to build robust IT architecture for land records digitization even in the remotest areas of the country. Critical information such as land ownership and transfer, land revenue, cropped area, type of irrigation, crop type, etc., across thousands of villages are digitized, recorded and updated as part of transparent and fair governance practices. Through a centralized database, information management system and barcodes technology, CMS ensures transparency, verification and authentication.

eDistrict solutions

CMS's e-District solution built around Open scalable platforms enables the delivery of high volume citizen-centric services such as issuing of certificates and pension and ration card related services, at the district level. The portal and business logic based application is built to utilise the three infrastructure pillars - State Wide Area Network (SWAN) for connectivity, State Data Centre (SDC) for secure and fail safe data storage, and Common Service Centers (CSCs) as the primary front-ends for service delivery.

Digitization of Registration Services

CMS ensures transparency and accountability in registration process by complete digitization and centralization, biometric scans, digital archiving and signature, reporting and MIS setup, ensuring data security, establishing and maintaining State Local Area Network (SWAN) and automated kiosks. From providing, installing and maintaining various hardware, peripherals and software components, CMS ensures full scale operations and management of kiosks by providing office consumables and furniture, preparing site and training technical staff and operators.



Financial Inclusion Services

Our IT capabilities, extensive reach and expertise in operations help authorities fast track the banking revolution in India. We have partnered with state governments, banks and insurance companies to support their IT and security infrastructure and facilitate financial services in rural areas. We have the wherewithal to be a catalyst to the government's financial inclusion policies by building robust processes for Banking and Insurance Services, KYC, Transactions and CRM.

Our Village Level Entrepreneurs (VLEs) act as business correspondent agents for various banks, provide engagement and enrollment of citizens, document verification and biometric authentication. They also facilitate opening of accounts, cash deposits, withdrawals, etc.

Smart City Solutions – CMS Maximum City

With about 60 per cent of the population expected to live in cities by 2030, City administrators have to reinvent themselves leveraging latest technology, IT processes and workflows. CMS's Smart City Framework – The Maximum City - combines the power of sensors, data acquisition equipment and software to infuse intelligence in various elements of cities, urban agglomerates, SEZ's, Smart Buildings, highways and towns.

Our Smart city solution portfolio includes Citywide Wi-Fi Networks, Integrated Citizen Services Centers, Intelligent Traffic and Transportation Solution, Parking solutions, Intelligent Buildings, Energy Management, Smart Grid, Surveillance and Workforce Management as well as a host of mobility and analytical services.

Our public safety solutions include Emergency Response through communication devices, Crime Prevention and Analytics, Accident Prevention, Enforcement of rules and regulations and Incident Management. Real-time collaboration and deep analytic capabilities enable cities to plan and prepare for emergencies, coordinate response efforts and accelerate recovery.

Technology Implementation

CMS's collaborative approach means that our services are focused not only on technology implementation, but on whole business solutions which support design, development, implementation, deployment, change management, operations and ongoing support. We use our experience and strong government industry focus to give easy to implement solutions in IT strategy and architecture, enterprise applications, analytics, mobile applications and Cloud.

Application Development & Management

Our Application Services is responsible for maintaining governments' applications portfolio, including software such as e-District application, Registration application, portals and middleware. We can build, host and maintain the applications, deliver technical and end-user support and provide the necessary technology infrastructure. Governments benefit from our deep domain knowledge of best practice processes, gaining cost reductions and optimized operations. As Application Management Services (AMS) delivery models continue to evolve, one critical area is the transition from build to operate, which CMS does effortlessly through ownership of the Operations phase.

Management & Operations

We partner with the Government and various institutions through innovative financial models and Public Private Partnership engagements. We have deep expertise around BOO (Build, Own, Operate), BOOT (Build, Own, Operate, Transfer) as well as Managed operations.

These financial and operations model are complemented by

our IT services, technology solutions, application development and deployment as well as Systems Integration.

Some of our service offerings include:

- Design and establishment of the data center to host web based e-governance applications, network and other infrastructure services
- Design, establishment and operation of integrated Citizen Service Centers/kiosks for rendering various services
- Integration with various departmental networks, heterogeneous applications and databases and advanced analytics services for real time information and forecasts
- Design and hosting of advanced web portals over the cloud and development of mobile applications for information and transaction based services
- Solutions for distributed offices, data and process integration.
- Helpdesk and control room solutions.
- Flexible delivery models to provide services on demand
- Open Big Data Analytics services.
- Security Testing and Quality Assurance Services.

Select Projects



CMS Smart Governance Solutions: Making “Digital India” possible

How CMS leverages ICT and Big Data to empower citizens, ensure transparency and efficiency in select Government projects.



Building the solutions backbone for Road Transport Authority

CMS leveraged its IT and transport domain expertise to provide Application Re-engineering, Data Migration between heterogeneous applications and systems, Web Application Development, Payment Gateway Integration and Web Services Integration to provide complete computerization of Transport Departments of the states of Andhra Pradesh and Telangana.

CMSs' digital solution incorporated a common data center that handles over 50,000 transactions per day. A web portal interfaced with various other citizen centric projects like e-Seva, AP online, Police and Insurance department projects, etc. Besides, cleansing and migration of data with the government and archival to digital medium, CMS provided training and development to executives and support staff.

The solution enabled government, citizens and dealers with features such as online booking and payment, SMS facility, Human Resource management, Incident Management, Vehicle Information Management, etc.



Bangalore One: Speed and Convenience across G2C and G2B services

While technology implementations at an enterprise level can get complex enough, those at a government level across a major city is of a different scale.

CMS helped Government of Karnataka in one such massive Integrated Service Implementation through multiple delivery channels like Electronic Kiosks, Mobile phones and the Web.

96 Integrated Citizen Service Centres (ICSC's) operated by CMS around Bangalore deliver more than 20 lakh transactions per month. Key technology features:

- In-built load balancing and disaster recovery.
- Digital Signatures for data integrity and 128-bit SSL encryption for secure transactions.
- Innovative Payment Grid for timely fund transfer.
- Electronic queue management system (EQMS) to minimize the waiting time for citizens
- Web-based management information system (MIS) for decision making and financial management.



CMS Computers—Ahead of the Technology Curve

As a pioneer of the IT movement in India since 1976, CMS Computers adds value to every industry through its products and services.

Even as the world is waking up to the benefits of big data, mobility and analytics, CMS has already innovated and implemented well over 200 Smart City elements leveraging big data and analytics for holistic city management. These have been in the areas of e-governance services, transportation and traffic solutions, energy management solutions, surveillance and workforce management, broadcasting solutions as well as software services aligning technology with client businesses across sectors.

With over 4000 employees and a pan India presence across 100+ locations, CMS has leveraged the collective power of IT and the Internet of Things (IoT) to improve and simplify the lives of citizens, corporations and the government.



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