

Lot 2 – Cloud Software

TCS DigiGOV™ Smart City

G-Cloud 13 Framework



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Service Overview

Tata Consultancy Services (TCS) is an IT services, consulting and business solutions organisation. Part of the Tata Group, TCS employs in excess of 528,000 staff worldwide, of which over 18,000 are based in the UK. TCS has a rich experience of working with Public Sector Organisations world-wide and has performed a key role in Service Transformation for a wide variety of Government organisations.

TCS specialises in digital transformation, combining industry standard consulting techniques with significant investment in R&D, designing innovative solutions and delivering certainty to its clients. Our successful track record of delivery is evidenced by the fact that 97% of our \$22+bn revenues are generated from existing clients, which demonstrates the trust that TCS builds.

As a part of this service, we offer an enterprise class Public Sector compliant Digital Workplace based on TCS DigiGOV™. TCS DigiGOV™ is a comprehensive suite of digital service solutions that meets public sector service requirements, designed around a powerful core processing engine. Additional modules can be configured to meet the exact business requirements of individual clients, providing an end-to-end integrated and flexible solution.

TCS DigiGOV™ is a proven accelerator Framework with a set of reusable components which can be orchestrated to meet the business requirements. TCS DigiGOV™ is based on Rapid Transformation Methodology and provides enterprise class common capabilities as illustrated below.

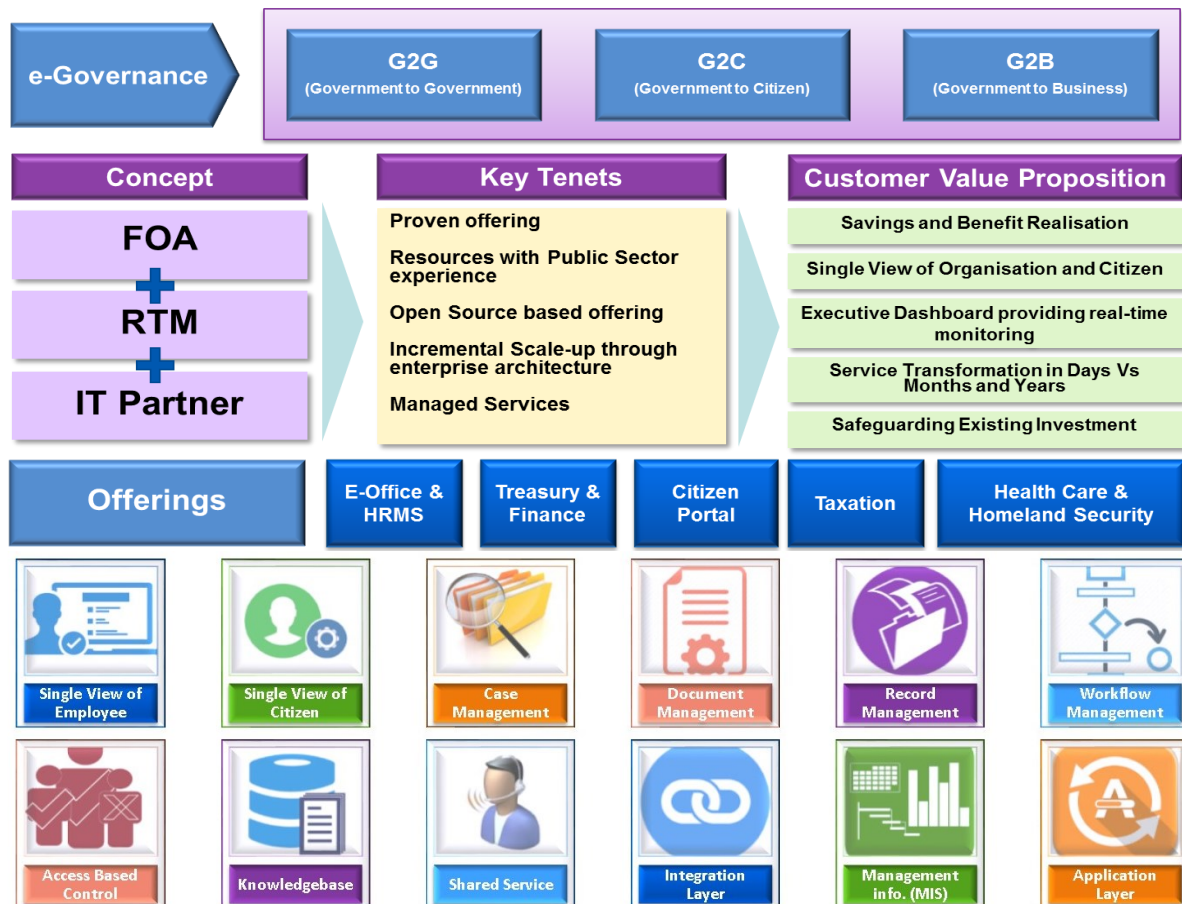


Figure 1: TCS DigiGOV™ Service Offering

Public Sector IT services are gaining momentum because of a recognised need for cost-effective transparency, efficient service delivery, and convenience. Moreover, each city has different challenges depending on its cultural, social, historical, geographical, and economic conditions. Add to this, the continuous migration from rural to urban areas has heightened the need for world-class infrastructure in cities. SLA management of urban local bodies requires real-time insights for informed decision-making and efficient law enforcement. There is also an evident need for cross-integration between independent departmental systems and coordination between agencies for citizen services facilitation. The Internet of Things (IoT) has surfaced as the most promising technology to drive connectedness and innovate various services. It has opened unlimited opportunities for city authorities to build world-class solutions and optimize resource utilization. TCS' DigiGOV™ Urban Local Body solution provides the base to build end-to-end solutions to digitally transform local governments, enabling online access to municipal services for citizens as well as businesses. It helps drive human resource management, financial management, resource optimization, and digital transformation through a secure, centralized multi-tenant platform.

TCS' DigiGOV™ Smart City solution provides the base to build end-to-end solutions to digitally transform local governments, enabling online access to municipal services for citizens as well as businesses. It helps drive human resource management, financial management, resource optimization, and digital transformation through a secure, centralized multi-tenant platform. TCS DigiGOV™ Smart City is a unified platform for hassle-free G2B, G2C, and G2G service delivery, the solution is based on TCS DigiGOV™ and offers advanced capabilities in file management, knowledge management, accounting, taxation, and human resource management.

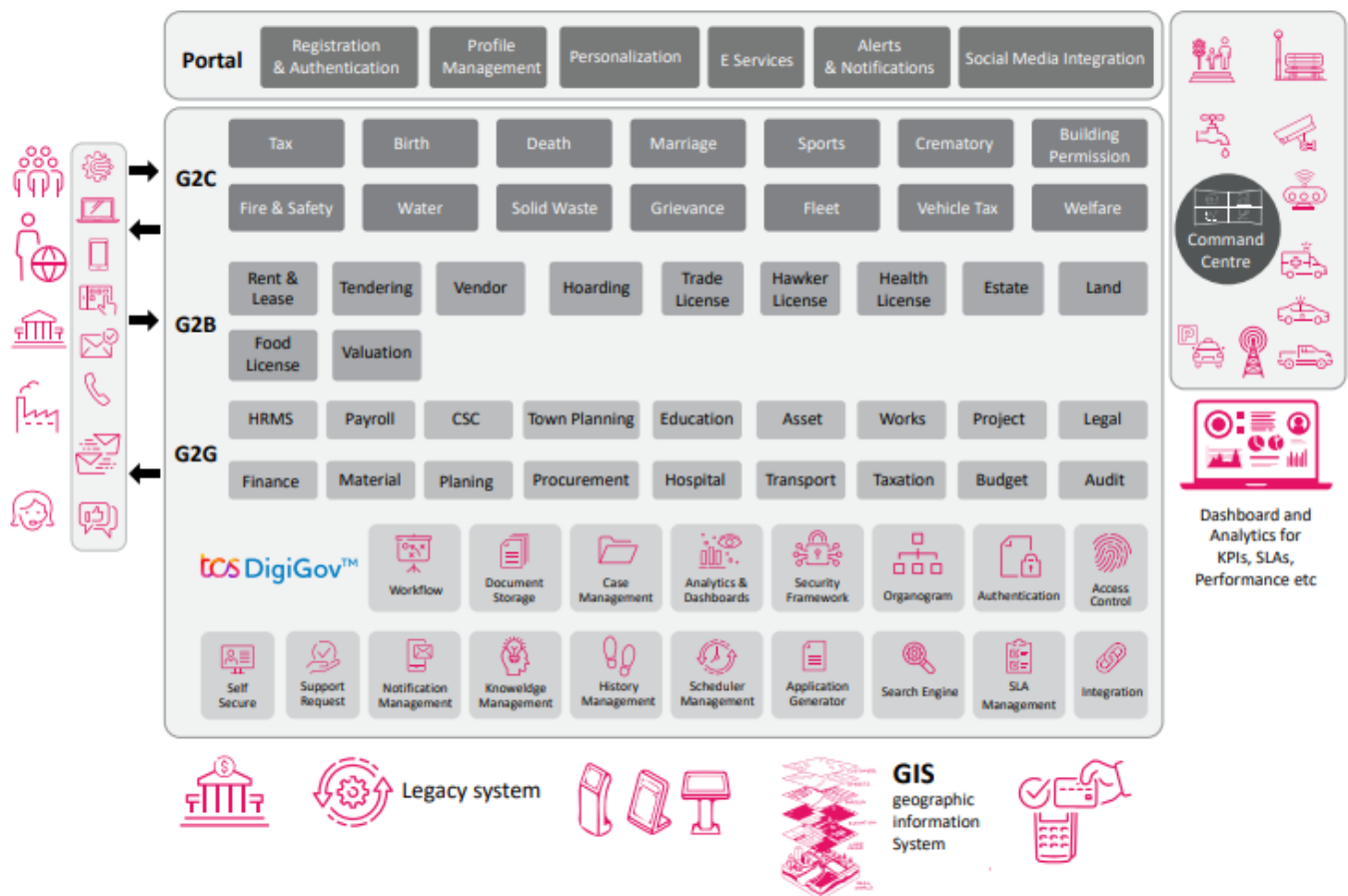


Figure 2: DigiGOV™ Smart City

Key Objectives

- One Integrated Platform enabling all resource management – Citizen services, Human Resource Management, Asset Management, Financial Resource Management etc
- Cradle to Grave services enabled over one integrated platform

Key Features

- Mobile-enabled to drive anytime-anywhere access

- Multi-tenancy and cloud-enabled architecture for heightened scalability and data security
- Robust analytics engine to provide 360-degree understanding of citizens
- Built using open standards that are compatible with all integration protocols
- Easily integrated with a host of applications, including finance core, command and control platform, geographic information system (GIS), POS, smart cards, as well as external entities such as banks
- Single sign-on (SSO) enabled and can be easily integrated with enterprise applications
- Digital signature enabled and barcode enabled

Business Benefits

- Malpractice reduction: Secure, transparent online processing mechanism with configurable approval cycle and audit trail.
- Faster and streamlined service delivery: The average turnaround time (TAT) of service completion can be reduced to days compared to months. Approximately 95% of applications can be delivered within three days.
- Improved efficiency of revenue collection through taxes and user charges: Faster tax billing cycle with accurate revenue and auto-fee calculation.
- Informed decision making: Integrated with a sophisticated query engine and smart reporting tools, TCS' solution provides the executive management of government agencies with the right information at the right time, enabling timely and accurate decisions.
- Enhanced user experience: Citizens are kept updated on relevant services and events through automated mailers, SMS notifications and reminders
- On-demand access: Anytime, anywhere, access with easy approvals and auto-scheduling of bookings ensure seamless omnichannel experience.
- Flexibility and customizability: Flexibility to build new solutions to meet the diverse requirements of users and is easily customizable to the unique needs of an organization

Pricing

Please refer to the TCS Pricing Document for this service.

Termination Terms

Please refer to the TCS Terms and Conditions for this service.

Awards and accolades



About Tata Consultancy Services (TCS)

Tata Consultancy Services is a purpose-led transformation partner to many of the world's largest businesses. For more than 50 years, it has been collaborating with clients and communities to build a greater future through innovation and collective knowledge. TCS offers an integrated portfolio of cognitive powered business, technology, and engineering services and solutions. The company's 469,000 consultants in 46 countries help empower individuals, enterprises, and societies to build on belief.

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