Urban Governance

SRIT

ecivic

Urban ERP

CAPABILITY BRIEF

SEI-CMM Level 5

SSE-CMM Level 5

ISO/IEC 27001:2013

ISO/IEC 20000-1:2011

ISO 9001:2015

Process Certifications that assure reliable delivery

Deloitte.
Technology Fast50

Top 50 Fastest Growing Tech. Company for 4 consecutive years

Baxter

Shell

BCG

TÜVRheinland

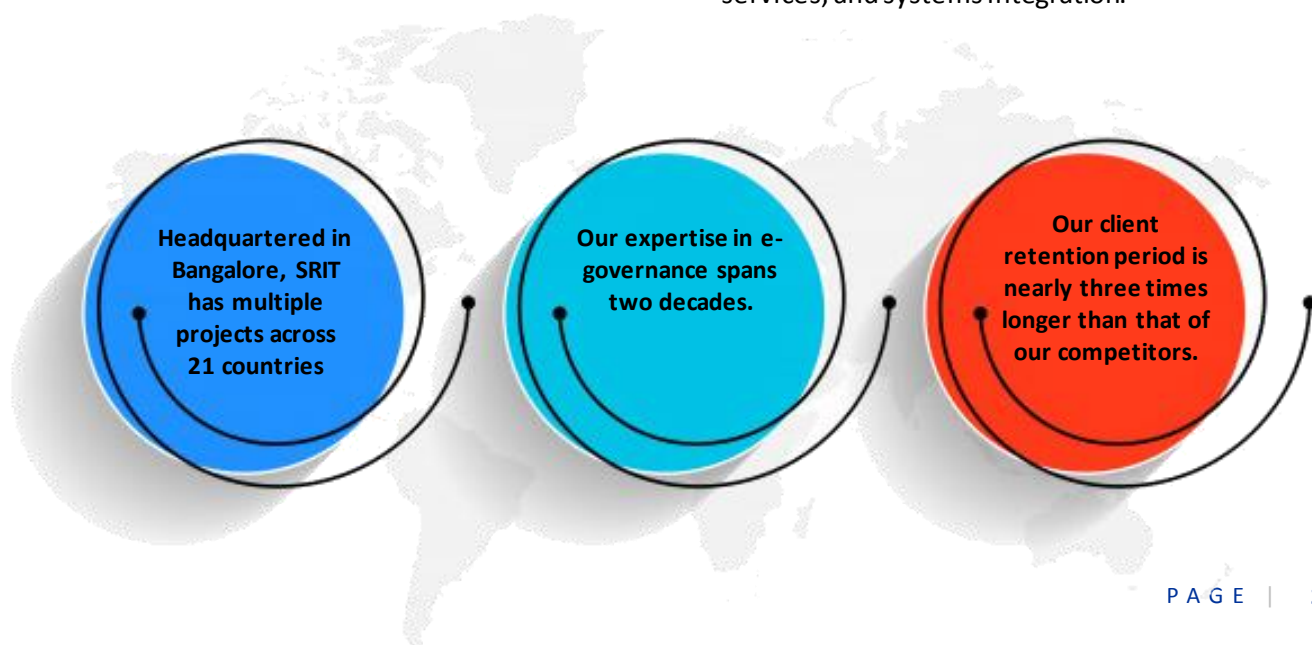**Serving Fortune 500 Clientele across the globe**

With a presence in over 21 countries — including the US, Europe, the Middle East, Asia Pacific, and Africa—**SRIT's products and solutions support customers across diverse geographic regions.**

Most of our projects focus on **Healthcare, Enterprise e-Governance,** and **Telecom & Broadband.** SRIT also manages multiple statewide governance initiatives in **Urban Development** and **Investor Care.**

Our ongoing projects include implementing **Smart City** and **Safe City** initiatives, ERP solutions, and state-wide Optical Fiber Cable (OFC) and Communications Networks. We also provide billing and revenue cycle management for utilities, telecoms, universities, educational institutions, and other private sector firms, as well as large government enterprises.

Project functions have ranged from application development to OSS, BSS, NMS, managed IT services, and systems integration.

Headquartered in Bangalore, SRIT has multiple projects across 21 countries

Our expertise in e-governance spans two decades.

Our client retention period is nearly three times longer than that of our competitors.

IDENTITY

WHO WE ARE

Over the last two decades, SRIT has been working with clients and partners to help manage and govern the built environment.

We have worked with several public sector organizations as well as private sector companies on various prestigious ICT projects across the globe.

> **We work with some of the largest government organizations in Asia, Middle East, Africa, and Americas**

> **We provide software product based IT solutions that address key challenges in urban governance**

WHAT WE DO

SRIT has successfully implemented mission critical and productivity enhancement software solutions for government agencies and corporations to support governance of the built environment.

This includes enterprise class software solutions for state, county and urban local bodies and industrial agencies in India, Africa, and the USA.

WHAT DRIVES US

We work with the aim of bringing about visible positive transformation to our clients operations. We look at every technology, method, and tool that helps us achieve that objective. We realize that substantial benefits from an IT system can only be realized by our clients over the medium to long term. Therefore, we strive to ensure that the systems we implement are widely adopted and fully utilized

> **We take great pride in being a genuine long term partner to our clients, helping them leverage ICT for sustainable growth**

EFFECTIVE

At SRIT, we design our solutions with the prime objective of effectively addressing our clients specific business problems and needs, while also enhancing their operational efficiency.

Effectiveness is achieved when you have the required expertise and the ability to truly step into the client's shoes

Information technology is a very competitive business sector where technological capability is available more widely than ever before. The first question therefore in front of us is: Can we create better results for our clients than anyone else? And if so, what methods can we use to achieve this prime objective?

> **An emphasis on achieving the outcome is more important than just relying on prescribed methods to pursue it**

Any solution is effective only if it addresses the core of the problem and not its superficial elements

Purpose | Usability | Scalable

IT Effectiveness

Viable | Innovation | Growth

> **Our software products ensure that the major business problems of our clients are addressed first**

At SRIT, finding new answers to the above question drives our thought and action, every single day. Through a combination of incremental improvements and breakthrough innovations, we continuously find new ways of enhancing our clients operations. This mindset helps us stay focused on what brings us business growth: the measurable results we can create for our clients through the smart application of technology and processes.

FOCUS

EXPEDITE G2C / G2B / G2G OPERATIONS

We continuously develop our expertise to help government organizations better engage with investors, businesses, and other government agencies.

ENHANCE THE EASE OF DOING BUSINESS

Business investment is the prime driver of every growing economy and is a dynamic that needs to be managed properly. SRIT actively participates in the EODB operations of our clients across multiple countries.

SUPPORT SMART CITIES DEVEOPMENT

A modern society demands a smarter way of living and doing business. This has led to the wider adoption of smart cities that upgrade the quality of life for its occupants, both as individuals and as a society. SRIT offers ICT solutions that enable the fulfilment of this objective.

The diverse functions involved in the planning, development, governance, and maintenance of built environment are supported by SRIT through various COTS packages as well as custom software projects.

This includes automation initiatives such as paperless office, construction design, building plan verification, and approval activities that happen in government agencies. SRIT also supports in the planning, execution, and monitoring of various types of projects - from dams and canals to residential or commercial buildings.

The entire project life cycle and its associated resource management activities are facilitated through ERP and integrated special purpose software packages.

SRIT also offers solutions in back office functions like human resource management, payroll, financial accounting, asset management, and land and legal management, for government and private organizations.

We also provide investor interaction portals and customer relationship management functions.

Urban Governance

Managing an urban organization is a huge challenge that involves satisfying the most demanding customers of all: investors. SRIT helps urban agencies manage their internal operations across diverse functional departments by providing an integrated web based software product platform: eCivic. The Governance platform is integrated to public facing operations, while being adequately supported by a transaction management platform that combines a workflow system, a document management system, and an audit trail system among others. The eCivic platform enables our clients to integrate diverse operational processes through the easy and instant sharing of documents and information, which are supervised by authorized administrators of the system.

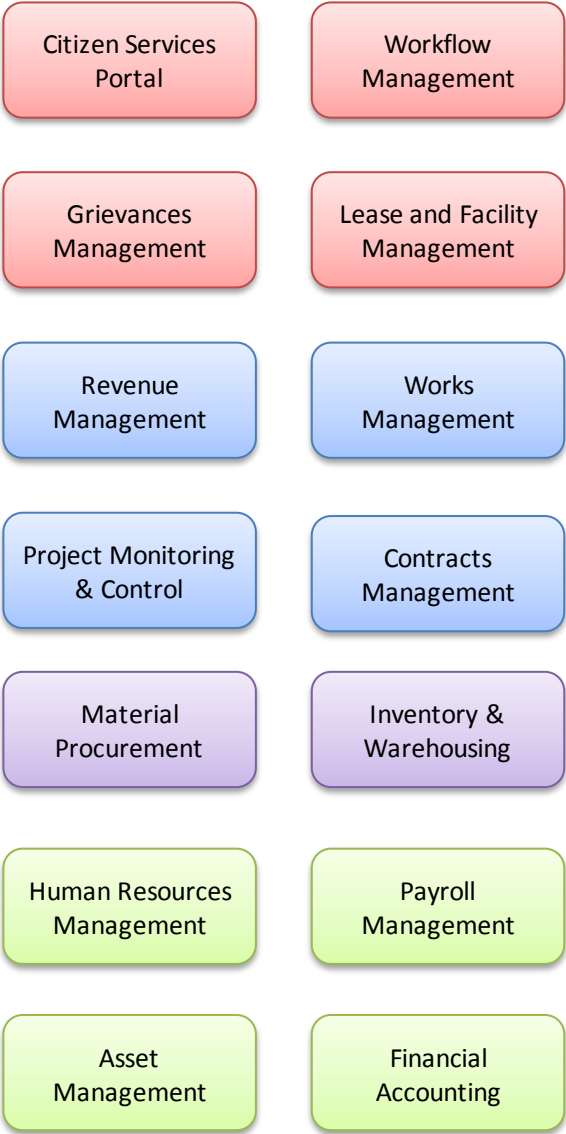|		
	Improve alignment of strategies and operations	Enable the management to control the project with macro or micro level scrutiny
Better control on management of utilization and idling of resources like labor and equipment	**Improve productivity and operations insight**	
	Access real time integrated and accurate business information	The operations of different departments get integrated, which eliminates the delays due to information exchange and processing time
Manage the entire lifecycle of all your projects in a single integrated system with end-to-end visibility	**Streamline project planning and delivery**	
	Identify risks and pursue opportunities proactively	Identifying potential risks and opportunities, which are useful for the management of multiple business functions from projects to revenues
Comprehensive view of revenues versus expenditures for individual projects, and across the organization, leading to better working capital planning	**Optimize working capital and maximize revenues**	

The diversity of the functional operations in an urban / industrial organization demand for an ERP class software platform like eCivic.

The Governance platform ensures that information redundancy and manual errors are eliminated in the system, while process cycles and resource wastage are reduced to a minimum.

The functional operations rely on best practices and widely adopted process frameworks like that of PMI for project management.

The major modules and key features of the system are indicated below:

KEY MODULES

Citizen Services Portal	Workflow Management
Grievances Management	Lease and Facility Management
Revenue Management	Works Management
Project Monitoring & Control	Contracts Management
Material Procurement	Inventory & Warehousing
Human Resources Management	Payroll Management
Asset Management	Financial Accounting

KEY FEATURES

- Investor Applications
- Document Processing and Approvals
- Document Storage and Access Control
- Industrial Facility Leasing
- License Generation
- Revenue Collection
- Define Activity Library and Resources
- Perform Rate Analysis
- Define Project Charter and Zero Budget
- Define WBS, Work Package, Schedule Activity
- Define Duration, Start and End Dates
- Compute and Baseline Project Plan
- Measure Work Progress
- Manage Punch List
- Request For Material
- Material Indent
- Request For Bid
- Bid Analysis
- Purchase Order
- Supplier Advances
- Supplier Delisting
- Opening Stock Entry
- Goods Receipt Note and Goods Rejection
- Debit/Credit Note
- Invoice Entry and Supplier Advances
- Payment Certification
- Material Issue and Return
- Material Transfer Return
- Stock Reconciliation and Adjustment
- Material Disposal
- Personnel Information
- Candidate Evaluation, Selection
- Employee Induction, Training
- Performance Management
- Employee Assignment, Appraisal, Promotion
- Disciplinary Actions, Exit
- Employee Self Service
- Configure Salary Scale
- Capture Attendance and Leave
- Manage Loans and Advances
- Payroll Processing
- Asset Register
- Asset Allocation
- Asset Depreciation
- Budgeting and Cost Centre
- Journal, Bank, Cash, and Contra Vouchers
- Com-Com Fund Transfer
- Bank Receipt, Cash Receipt
- Bank Payment, Cash Payment
- Cheque Printing
- Bank Reconciliation

Ready to Deploy Software

Tangible Benefits Across Departments

- 21% Increased accuracy in estimating
- 35% Increased speed of billing and collection
- 40% Improved customer service levels
- 07% Increased average revenue per customer
- Reduced resource wastage and idling 26%
- Reduced reconciliation time 51%
- Reduced holding cost of material and equipment 37%
- Reduced administrative costs 16%
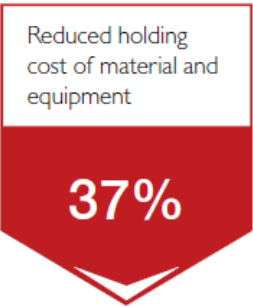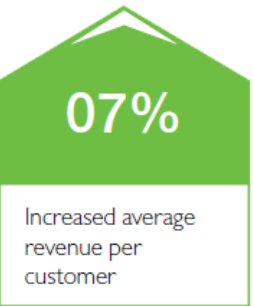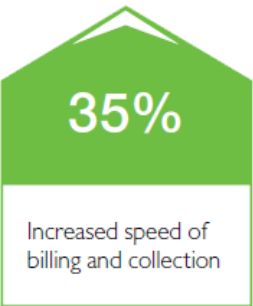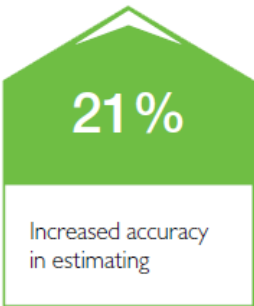
SEARCH FOR THE RIGHT INFORMATION AND DOCUMENTS IS NOW OVER

Even with the adoption of office automation, urban and industrial agency offices still face the challenge of finding specific documents or information that may be buried in obscure departments, paper files or poorly organized computer files.

eCivic addresses this problem quite effectively by making information and documents available in transactional processes as well as in repositories.

INVESTORS CAN NOW ENGAGE WITH THE AGENCY FROM THEIR OFFICE

Investors and people wish that they could do away with standing in queues while visiting industrial and other government offices. Investor Agencies can now complete their requirements from the convenience of their homes.

eCivic online payment creates this convenience for citizens and business alike while also helping the government collect receivables faster.

INDUSTRIAL DEPARTMENTS CAN NOW EASILY SHARE DATA AND WORK AS ONE TEAM

Sharing documents is one thing, but sharing transaction data between diverse departments on a real time basis is a more complex challenge. eCivic addresses this challenge by efficiently capturing transaction data and seamlessly sharing it across multiple modules, significantly reducing the workload of individual departments in accumulating and verifying information.

QUALITY

SRIT's software development company is assessed at CMMI Level 5—one of the highest recognitions for process maturity and quality management in the industry. This certification affirms that SRIT implements an institutionalized quality management system across 17 process areas. Appraised by KPMG, an accredited CMMI Certifier, this confirms our level of quality delivered at every phase of service. CMMI Level 5 accreditation is held by fewer than 1,200 global companies.

CMMIDEV /5

The capabilities that reflect a commitment to repeatable success for our customers means being able to provide:
- Requirements Traceability
- Structured Project Management Approach
- Analysis based on Historical and Current Project Data
- Peer Reviews
- Quality Assurance and Testing
- Work Product Validation
- Systematic Evaluations of Defined and Adopted Processes

Capability Maturity Model Integrated (CMMI) is the structured collection of software engineering best practices that have been published by the Software Engineering Institute (SEI) of Carnegie Mellon University (CMU) located at Pittsburgh, Pennsylvania in USA. The achievement of a CMMI Level 5 attests to SRIT's deep commitment to a customer-oriented approach to product and service delivery.

PLAN

ACT

DO

CHECK

VALUE   TRUST   RESPECT
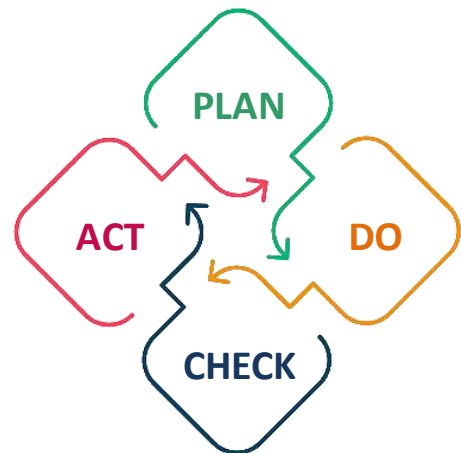
PDCA (plan–do–check–act or plan–do–check–adjust) is an iterative four-step management method used in business for the control and continuous improvement of business processes. At SRIT, we consider this as the guiding philosophy for quality assurance.

Repeating the PDCA cycle bring our operations closer to the efficiency levels required to serve the market competitively.

As a CMMI Level 5 company, SRIT is able to offer significant benefits to our client organizations through:
- Increased Productivity
- Increased Quality Deliverables
- Faster Time to Market
- Cost Reduction
- Increased Customer Satisfaction

The PDCA approach allows us to have major breakthroughs or quantum improvements in our business performance.

DELIVERY

Achieving excellence by relentlessly pursuing to achieve perfection

Delivering world class products and services is a challenge that we take seriously. By every passing day there unfolds a new dynamic that is an opportunity for us to chase perfection in what we deliver to our clients. The SRIT philosophy is to focus on continuous improvement. Therefore we keep sharpening our capabilities, revisit our past experiences, document our successes and failures, and instill greater rigor in our operational discipline to ensure we consistently deliver better outcomes for our clients than our competitors.

Enabling World Class Delivery through Multi Dimensional Competence

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Industry, Domain Knowledge and Experience		Broad experience covering products, and processes. We use our segment business models to identify likely key control issues within Govt. Business
Proven Methodology and Focused Approach		Well developed and proven methodology coupled with understanding of your business for a focused and distinctive IT solution
Fully Integrated Solution Platform		Range of ERP, BPM, DMS, and CAD automation products with right combination of functional and technical integration to work seamlessly on one platform to maximize value and ROI
Experience with large Government IT Initiatives		SRIT has extensive track record in providing enterprise solutions and services to large government organizations and urban local bodies worldwide
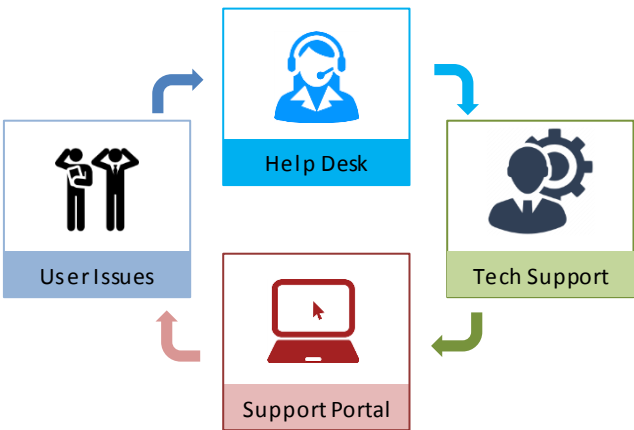
Client Support Process

SRIT uses a practical blend of human interaction and automated support ticketing portals to facilitate first-rate support to our clients.

We operate with client specified dynamic priority lists and predefined SLAs with the objective that our client's business never gets disrupted. Our customer support executives are trained to maximize issue resolution at the Level 1 support stage.

User Issues → Help Desk → Tech Support → Support Portal