

# Public Sector Solutions **Enabling Transformation**



*Estarta Solutions partners with public sector organizations to empower them to achieve their goals of excellence and reach higher standards of accountability, transparency, efficiency, and control. Estarta's extensive offerings coupled with technical excellence, strong delivery, and project and quality promise to make Estarta the ideal partner for public sector organizations. Estarta approaches public sector organizations with world class offerings:*

## **Infrastructure**

Successful use of advanced technical solutions requires a solid, reliable, and secure infrastructure. Estarta delivers implementation of high availability network infrastructure, directory services, messaging system, security solutions for the web, documents, e-mails with Right Management Services, and security audit. In addition, Estarta offers monitoring and management systems, voice over IP, and disaster recovery planning solutions.

## **Enterprise Portals**

Estarta shares its expertise in portal tools to implement business and information solutions of static and dynamic, Intranet and Internet portals. By deploying portals as single points of access, organizations optimize information sharing, collaboration, and access to backend systems. This creates a more informed, effective, and proactive workplace.

## **e-Services**

The goal of any e-Initiative in the public sector is to enhance accessibility to offered services, which yields increasing process transparency. Reaching more customers effectively is the ultimate goal for public sector organizations. Estarta Solutions enables organizations with the right solutions to expose their services onto the Internet within a solid, secured, and scalable framework that will ensure interoperability and smooth integration with the different back-end systems regardless of the technology used to build these systems.

## **Process Automation and e-Government**

Process automation and online government deliver higher operational efficiency and reduce costs. Estarta is a pioneer in e-Government implementations and web-enabling of government transactions, with a track record of providing e-Government solutions in Jordan, Qatar, Saudi Arabia, and Kuwait. Additionally, Estarta offers business process automation and implementation of human workflow, as well as front-end consulting for process optimization and automation.

## **Enterprise Project Management- Estarta Feature Pack**

Effective project management is key for successful project implementations. Estarta's EPM offering aligns people, systems, and project collaboration tools. In addition, Estarta's EPM offering includes implementation of MS-EPM offering and Estarta's Portfolio Program Management PPM® solution which extends MS-EPM with a process lifecycle workflow, office automation, and scope management. Estarta also offers training and PMO consultancy.

## **Enterprise Resource Planning**

Estarta ERP offering includes implementation of financial management, supply chain management, human resources management, including both personnel and payroll, and integrating it with backend systems and with process automation workflow solutions.

# Public Sector Solutions



## Integration

Estarta has implemented many integration projects connecting banks, government organizations, and businesses together and within the same organization. This results in better streamlined transactions, more one-stop shops, faster transaction processing time, and fewer visits to government organizations. Estarta utilizes MS-BizTalk server and XML open standards to implement integration solutions.

## Customer Relationship Management

Estarta's user-friendly CRM offering enables governments to improve service to citizens. Based on MS-CRM, the solution enables governments to provide information and promote public sector services. Government employees can also stay informed about the status of transactions and regulations, receive feedback from citizens, and process transactions over the phone.

## Estarta's Products

Estarta has a range of applications to automate processes for public sector organizations.

### ▶ MAWANI®

A solution for e-ports that automates the manifest lifecycle including the capability to track vessels, containers, trucks, yards, goods, integration with customs, and shipping agents.

### ▶ MORASALAT®

An administrative communications system that offers automated workflow to manage and process daily mail. The system provides organizations with access to mail information electronically.

### ▶ MOWAZANAT®

A purchasing and budget control system that manages budgets effectively, reduces the risk of overspending, streamlines reporting processes, and allows transfer of funds between budget accounts.

### ▶ TADREEB®

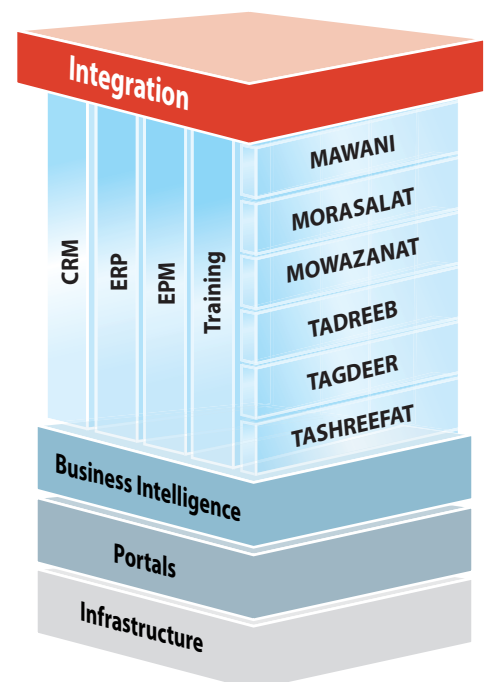
A web based application, based on the Systems Approach for Training methodology, that enables organizations to proactively decide on the Who, When, What, Where, Why, and How of training.

### ▶ TAGDEER®

Tagdeer is a powerful taxation and revenue management platform that offers governments and taxation bodies a single taxation view for taxpayers with the ability to manage various types of government taxes and revenues.

### ▶ TASHREEFAT®

A protocols management system serving heads of states, presidents, prime ministers, monarchs, and royalties. The four--modules system manages high visibility activities of the head of state including banqueting, trips management, heads of state visits, yearly schedule management, managing gifts and medals, and audiences with heads of states.



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