

Case Study – End-to-end Consulting Solution

(The first e-Government project for Grants Management System in the federal government in India)

The Client

A federal government body that governs the higher education sector in India with a workforce of around 1000 employees.

The Business Problem

The client had tried for the past five years to initiate eGovernance, but with little success. Finally, it decided to go in for a total approach to the enterprise. They wanted an inter-disciplinary approach covering all their stakeholders, core processes, standards based approaches to architecture and choice of technology and innovative mechanisms for structuring and financing the design, development, deployment and management of the solution for the period of concession.

The Solution

Since it was a government body, Haselfrë was chosen amongst tough competition as per the government procedures & norms for procurement. Haselfrë was asked to draft the strategy, project plan, solution architecture and estimation of cost for the end-to-end solution of eGovernance initiative. Our consultants designed a unique strategy to collect the requirement of all the stakeholders of the organization, to identify the core process for re-engineering with best practices. Our consultants chose an outcome based approach and after 120 man days of intense engagement with a broad range of stakeholders, crafted the requirements document containing:

1. Functional requirements and Technical specifications including Technical architecture and Road map of the designing, implementation and managed service provisioning of the proposed system for a period of concession;
2. General Instructions and Commercial Specifications; and
3. Legal and Operational Specifications including the Criteria for selection of the System Integrator and the Service Level Agreements they would have to ensure for the chosen outcomes.

The Outcomes

Some of the outcomes are:

- A sophisticated re-engineered system for the Core process of the organization
- Paper-less back office
- Strategy for digitization and maintenance of over 30 million records
- Use of digital signatures for secured authentic approvals
- Setting up facilitation centres all over India to facilitate the stakeholders
- Data Centre and Disaster Recovery centre
- End-to-end solution with Managed Service Provisioning (MSP) for a period of concession (four years) from the 'go-live' of the project
- Governance, risk and compliance framework for the initiative

Client Reference

“We are happy to state that M/s. Haselfrë Solutions performed its role to the complete satisfaction of the organization and in-time. They used inter-disciplinary approaches (covering people, process, ontology, architecture, structuring and financing) to arrive at the solutions and hand-held the organization in all the aspects required to ensure the success of the consulting assignment.” – Chairman of the organization.

Haselfrë Vision

Our vision is “to promotes balance between performance and conformance”

Contact Haselfrë

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