Customized IT solutions to augment your business’s ROI noticeably

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Achievements

- The NASSCOM Award for Social Innovations 2010 for e-Despatch.
- The MANTHAN Award 2009 for Providing G2C information services using cross media application for Sanjog Helpline.
- The Web Ratna Award 2009 in the field of Public Participation Initiative for its innovative & successful implementation of “SANJOG HELPLINE” (www.sanjoghelpline.in).
- Orissa. IT@ Award for Best e-Governance Project in 2008
- World Summit Award for Best Multilingual e-Content Application from a nomination of 160 counties in Venice 2007
- The Consultancy Development Centre, India presents the First prize of the National Awards for Excellence, 2007
- The Child Tracking System designed for Orissa Primary Education Program Authority (OPEPA), “PROJECT E-SISHU” has received the Prime Minister's Award for excellence in Public Administration for the year 2006-2007.
- The Government of India presented the National Award for e-Governance to Orissa Primary Education Program Authority (OPEPA) for the Best Government web-based Application for the year 2007.
- Telecom India Award for Excellence in the innovativeness of IT usage for improvement in service, impact on quality and productivity, impact on society and innovation in terms of reach and replication, tangible impact on efficiency, operational costs & decision making and demonstrating functionality of providing various information relating to e-governance for the year 2006.
Products and Services

CSM provides IT solutions based on the infrastructure you maintain or with minimal up-gradation, which looks into your business need in the eye. Our solutions report with certainty, forecast with confidence - improve performance across the organization.

Domain Expertise
- Advertising Industry
- Banking
- Corporate House
- Finance and Insurance
- Health Care
- Hospitality
- NGO & Funding agencies
- Oil & Gas
- Retail & Export Houses
- Travel & transportation
- Utilities Sector

Core Competencies
- E-Governance Solutions
- Employee Service Solutions
- Enterprise Document Management System
- File Tracking & Management
- Financial Services Management Solution
- Health care Solutions
- Help Desk Management
- Oracle/SAP ERP Integration
- Higher Education Management Solutions
- Hospitality Solutions
- Integrated e-Commerce Solutions
- Logistic Management Solution
- Online Portfolio building
- Retail & Logistics Management
Enterprise Solutions

Data Warehousing
Achieve efficiency and improved business value from your data

The Offerings
- Business and IT Consulting Services
- Data Warehouse Implementations
- Application Development Services
- Integration
- Deployment Services
- Support & Maintenance
- Business Intelligence Tools Selection
- ERP Data Warehouse
- e-Business Analytics
- Analytical CRM
- Business Intelligence Portals

Successful Implementations in
- e-Governance projects
- Education Boards
- Financial Institutions
- Oil & Gas Conglomerates

Systems Integration
Seamless integration of your packaged applications for unified results

Consultancies & Services provided
- Customized user registration and authentication systems
- Identification systems
- Integration with third party or legacy applications
- Improvising existing legacy applications
- Query and analyzing data from third party applications
- Providing enhanced user and security management

Successfully Integrated Systems
- Oracle Business with bespoke software
- Microsoft Exchange server
- Sales Logics
- Migrator for data exchange

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e-Governance
Enhance IT for citizen-oriented participative government

CSM facilitates citizen’s access to information networks with participation, communication and acknowledgement. This creates a knowledge society where people contribute and share valuable information. We provide e-Governance initiative which updates relevant and compelling content making access the users who may or may not have domain expertise. CSM helps Government in successful implementing it e-Governance initiatives.

CSM’s IT systems for Governments
- Business Workflow Automation of Government Services Delivery System
- Enterprise Knowledge Management and Data Center Setup System
- Natural Disaster Management System
- Content Development and Sustenance
- Grievance Redressal Mechanisms: Sanjay helpline
- Mobile Banking Solutions
- Issue Despatch Systems
- Rehabilitation & Resettlement Management Solutions
- Performance monitoring
- System & Application Development
- System Integration
- Decision Support System
- Data Digitization and Information System Planning
- Multilingual framework
- Water Tax Collection Systems
- Electricity Bill Generation System
- Platform independent applications and many more…

CSM’s Technology Expertise
- MS ASP.NET using RDBMS like MS SQL/Oracle
- J2EE using IBM business tools (Web sphere, Tomcat, DB2)
- Standalone applications using MS VB and DBMS

Successful Implementations in
- All Government Departments in the State of Orissa
- Agencies, Corporations & Programs running parallel with the Govt. of Orissa
- State of Kassala, Sudan
- UAE Countries like Dubai and Sharjah
Whether you are automating business processes, streamlining integration of operations, providing better customer services, or just need better intelligence to run your organization, CSM is here to meet your needs with Oracle Business Applications Services. We help select, install and customize Oracle applications including ERP, SCM, HCM and CRM, taking full advantage of new self-service and Web-based features:

- End-To-End Integration
- Upgrade, Integration & Migration
- Web Enabling
- RICE (Reports, Interfaces, Conversion and Enhancement) Development Services & Support

Our lean, mean mentors help you get the greatest return on your Oracle investment. Our Oracle experts bring you the technical skills and business knowledge to deliver a smooth, efficient migration to Oracle ERP R11i and R12. CSM’s Oracle Upgrade services include:

- Strategic Upgrade Planning & Project Management
- Technology Architecture Planning or Review
- Oracle Installation & Deployment
- Oracle Application Upgrades & Fixes
- Database Administration
- Diagnostics and planning (Fit-Gap)
- Transformation and re-engineering
- Architecture and support
- Customization and interface design
- Self-service development and Web-enablement
- Project planning and management
- Post-implementation maintenance and Support
- Change management, system documentation and end-user training

Oracle Application Services

Oracle ERP Services

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- Customization and interface design
- Self-service development and Web-enablement
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- Change management, system documentation and end-user training

Oracle Application Services

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Kwantify framework serves as a robust enterprise platform for managing people, applications and systems in any routine business processes and provides a significant competitive advantage. The frame configures tailor made approval system to perfectly fit any organization’s changing management needs. The overall systems architecture is presented in terms of a heterogeneous collection of systems providing a wide range of application functionalities like

- HR Module: looks after your personnel requirement and needs with approval processes in tag.
- Communication: Used for internal communication between the different people in an organization.
- Knowledge Management: A repository for information with can be used-reused relating to the organization.
- Office Utility: Looks after the administration requests coming in and going from the organization.
- Business utility: Contains functionality to expedite business processes or approvals relating to that.
- Publications: all news related items, articles, newsletters, and anything public within the organization, finds a console here.
Electronic Document Management System (EDMS)

Any EDMS solution helps to control and manage documents, making them retrievable instantly and also assisting in versioning them. CSM goes the extra mile in its EDMS package.

CSM’s EDMS Features

- Document capture
- Indexing, archival and storage
- Workflows for automatic routing and processing of documents
- Annotations
- Search and retrieval
- Scanning Features
  - Directly Import documents in electronic formats
  - Scan Documents
  - Redirect from email and printer
  - Automatically import incoming faxes
  - Scheduled Capture
  - Automatically save scanned document into Intranet portal
- Indexing & search features
  - Manual and automatic indexing
  - Configurable indexing for different document types
  - Completely customizable search interface
  - Setup pre-defined search templates
  - Perform advanced search
- View & Annotate features
  - Annotate documents from various options
  - Digitally sign documents
  - Configure document views to show documents properties
  - Exchange secure notes on documents
- Browse documents by notes

Advantage CSM

CSM’s EDMS comes embedded with a unique Workflow Management System (WoMS) which renders the solution with additional advantages over competition:

- Solution Focus
- Human Workflows
- Embeddable BPM for Microsoft Platform
- Pure play BPM on Microsoft Platform
- 100% browser based solution

Workflow Management Features:

- Define workflows to automate document-based processes
- Define workflows for all file operations on SharePoint document libraries
- Business user-friendly wizards for creating workflows
- Visio-type, web-based process designer for creating advanced workflows
- Enhanced traceability of documents in process
- Clear audit trail
- Advanced reporting and analytics

ITIL Compliance Service Desk

CSM’s Service Desk enables enterprises to automate the Service desk function using a combination of industry acknowledged best practices and best of breed technology. CSM’s automated Service desk process allows customers to submit, track and manage service support requests via email or the customer portal based. CSM Service Desk allows management to build a consistent, customer focused and cost efficient incident management procedure. This is achieved by the tight integration of the ITIL (Information Technology Infrastructure Library) guidelines which includes:

- Incident Management
- Problem Management
- Change Management
- Release Management
- Configuration Management Database (CMDB)

Features

- Operating systems, databases and browsers Neutral
- Inbuilt Workflow Management
- Ease of Use through Web 2.0
- Scalable supporting thousands of concurrent users. It Integrates easily with other systems
- One Click Upgrades
- Rights based Access privileges
- Knowledge Separation based on Configuration Item (CI) ownership.
- Search Engine using Boolean technology
- Knowledge Management speeding resolution times
- Customized Reports
- Project Groups to allow sequencing
**Education Training & Research**

CSM's education curriculum is designed to encapsulate real-time industry experience which helps students to not only program but also handle situations and analyze. The undulating task of keeping abreast with technology has been possible through an innovative program came to be known as the Education & Research Training (ETR) program. ETR operates in 3 facets:

- Technologies related to market trends
- Embracing new technologies
- Development of soft-skills

**Features of ETR**

- Task-based learning
- Learning through problem solving
- Learning in context to performance
- Learning by owning the experience
- Learning in the real-world environment

**Courses Offered**

**Career courses**
- Hardware & Networking Pro
- Software Development Pro
- Multimedia Magic
- Oracle 9i/11i

**Specialization courses**
- Communicative English
- C++, VB, RDBMS, .NET
- Web Technologies

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**CSM for your Business Advantage**

CSM Technologies has very structured Quality Processes and confirms strict adherence Standards based Operational Procedures. It is committed to provide time tested IT solutions for business houses.

**Value for Price**

CSM offers complete solutions – software, hardware, implementation, support with quality, cost & speed. The value proposition associated with our solutions:

- High Performance Solution (cluster, distributed execution)
- High-Traffic Solution (multi-server, balance loading)
- High-Reliable Solution (multi-server, auto: replacing, back-up & restore)
- Multi-Server Solution (servers in various subnets, countries)
- Multi-Language option (dynamic content for each language/country)
- Multi-Domain Structure (dynamic add/delete domains, sub-domains, sites)

**Service offerings**

Profit in business comes from repeat customers, customers that boast about our project or service, and that bring friends with them.

The Solution includes the following ingredients:

- Competency Assessment and Training Roadmap
- Implementation Strategy and Assessment
- System Architecture Design Review
- Application Architecture Design Review
- System Installation and Configuration
- Deployment Readiness

**Secured Solutions**

More diverse the operations, more qualified are the people in multi-tasking; and more is the importance on security.

CSM’s Global Delivery Model is the combination of onshore and offshore development and is the most remarkable method for the delivery of IT-services. It promises top-quality development centrally driven with distributed delivery points for efficient and precise onsite delivery and faster project cycles – at very competitive costs. Our Global Delivery Model is suited for Fortune 500 companies as well as start-ups. CSM has worked with startups and other smaller software products companies, successfully building win-win relationship over years. CSM can make it work for you, in building better products & saving money.

**Our Global Delivery Model results in the following benefits**

- Access to skilled resource pool
- Highly qualified consultants with in-depth vertical industry expertise
- Well-defined processes adhering to global quality standards
- Cost advantage and time to value benefits that may not be attainable in local regions
- Shift to more automated, efficient and repeatable service delivery
- Close the gap between local demand and supply capabilities
- Effective management of the delivery process
## Project Name: e-Result

<table>
<thead>
<tr>
<th>The Client:</th>
<th>SCTE &amp; VT, Odisha</th>
</tr>
</thead>
</table>
| The Beneficiaries: | • Students  
• Parents  
• Diploma and ITI colleges  
• SCTE&VT  
• DTET |
| The Stakeholders: | • DTET  
• SCTE &VT  
• Diploma & ITI Colleges |
| The Background Information: | The State Council for Technical Education & Vocational Training (SCTE & VT) monitors Diploma & ITI Colleges in the state of Orissa. The major activity of the council is to deals with Registration, Examination, Evaluation and Result publication of all Diploma and ITI colleges. There are  
• 86 Diploma colleges having more than 399 branches with a minimum of 25000 students pool  
• 452 in number of ITI Colleges with student strength about 62,000 for ITI/ITCs  
• There is ONE Final Exam for ITI & TWO Semester exam for DIPLOMA in a year. No. of Examinee/Year in Diploma is 150,000 and for ITI is around 62000 |
| The Requirement: | • Difficulties in Managing Student Registration, Admit cards  
• Difficulties in creating a comprehensive code for all answer sheets and decoding the same  
• Limited mechanisms to reach out to individual evaluator, Monitor and evaluate result publication plan implementation during and after examination.  
• Evaluate the impact of human interventions on their conventional process  
• Delayed result Publication. |
| The CSM Solution: | Project e-Result is an integrated application to automate the registration, examination, evaluation & result publication procedure of all Diploma & ITI colleges in the state of Orissa. It ensures that all the interim processes are carried out in time with no scope of human-induced errors. The project provides transparency to the citizen and eliminates any scope of embezzlement. All the institutions in Orissa are codified and linked it to the demography & type. Also all trades & respective subjects and students are codified. These codes of Colleges, trades, Subjects served the as master data to the project e-Result. |
| The Challenges: | • The rudimentary process of registering, evaluating and publishing of results at SCTE & VT falls flat in front of this magnitude of students, colleges and trades.  
• The Result was getting published after months together.  
• Difficult to maintain Zero error in the whole process. |
| The Benefits realized by the client: | STUDENTS:  
• Easy access of general information of all colleges along with course structure.  
• Online registration saves money and time of students.  
• Online form fill up for semester examination.  
• Admit card can be downloaded from the web.  
• Results are published on the web.  
• Students can access their academic information online.  
• Important dates are SMS to each student for fast and wide circulation of information.  
• Can download mark sheets as and when required.  
COLLEGES: |
## CASE STUDIES

**BEST PRACTISES BY CSM**

<table>
<thead>
<tr>
<th>Technology:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online form submission and approval from Council.</td>
</tr>
<tr>
<td>Colleges using their login ID &amp; password can enter Practical, Sessional &amp; Internal Assessment marks online.</td>
</tr>
<tr>
<td>Result publication in 45 days.</td>
</tr>
<tr>
<td>Admit cards, broadsheets can be downloaded and distributed.</td>
</tr>
<tr>
<td>Availability of different information online in their dashboard.</td>
</tr>
<tr>
<td><strong>COUNCIL:</strong></td>
</tr>
<tr>
<td>College wise trade wise strengths are available online.</td>
</tr>
<tr>
<td>Using e-Result, able to estimate total number of question papers, answer sheets to be printed.</td>
</tr>
<tr>
<td>Secrecy of student information is maintained by using barcode.</td>
</tr>
<tr>
<td>Easy in publication of new course structure.</td>
</tr>
<tr>
<td>Minimal paper work and Transparency in the entire process.</td>
</tr>
<tr>
<td>Easy management of old student information.</td>
</tr>
<tr>
<td>Online notice board helps in faster communication.</td>
</tr>
<tr>
<td><strong>CORPORATE:</strong></td>
</tr>
<tr>
<td>Online authentication of student information and resource pool availability.</td>
</tr>
</tbody>
</table>

**Technology:**

- Web server -IIS6
- Application Server -IIS6
- Databases SQL -SQL Server 2005
- Development & Design Tools - HTML/ ASP.NET 3.0 Components
- Test Management Tool - Test Director 7.0
- Graphics Tool- Photoshop, macromedia, flash, Dreamweaver.
- Reporting Tools - Crystal Report / Microsoft SQL Reporting
**Project Name: Sanjog Help-Line**

<table>
<thead>
<tr>
<th>The Client:</th>
<th>Govt. of Odisha</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Beneficiaries:</td>
<td>Citizen of Orissa especially Rural Citizen</td>
</tr>
</tbody>
</table>
| The Stakeholders: | • Dept. of Food Supplies & Consumer Welfare.  
                      • Dept of Rural Water Supply and Sanitation.  
                      • Information & Public Relation Dept.  
                      • Home Dept. |
| The Background Information: | • The biggest thing that was realized the inception of this project was that, the rural citizen base of Orissa was very confused on calling to which number for what grievance, help or enquiry, as there were several Toll-free numbers available for individual services. As such the non-tech-savvy rural population is always afraid to register a grievance, if at all they do so were never sure of the escalation of that and never they can imagine about getting solved.  
                      • Provide them a platform with an easy access to complain & even an easier process to verify the escalation of grievances & above all can view the redressal of complain too in shape of on-line status tracking. |
| The Requirement:  | • A web based TOLL FREE unified Complain redressal & Escalation system for CONSUMER of Different CITIZEN SERVICES across the State of Orissa.  
                      • A single number where complains are received on different citizen benefit schemes run by State Govt. Orissa, Escalated to service depts. & are easily traceable for solution.  
                      • A system that integrates Web, Telephony (Voice & FAX) & Mobile for Real-time grievance Registration & Escalation. |
| The CSM Solution: | • To capture the grievances on different schemes at the call center in an easy citizen friendly ameliorating way.  
                      • Then intelligently registering the same in respective categories and tagging with proper department along with notification to all the level of staffs involved.  
                      • IGRS (Integrated Grievance Redressal System) has a simple and automated escalation process that keeps the higher authorities informed of the negligence of junior officers towards redressing citizen’s grievances.  
                      • The central idea of application architecture is to introduce a standard and uniform approach to various functions in RD department of all the states. |
| The Challenges:   | • Does the Govt. mechanism have any report on the efficiency of redressal of grievance?  
                      • Can the Govt. mechanism trace the root cause of lacunas in service delivery in any e-way?  
                      • Is there any unmanned system that could inform the highest chair in the hierarchy on any citizen grievance being overlooked at the bottom level? |
| The Benefits realized by the client: | • Enhanced process of grievance registration.  
                      • A single platform for registering grievance for various departments.  
                      • On-line repository of each grievance registered by the citizens.  
                      • Providing status of a grievance immediately to the citizen.  
                      • Repeated un-manned follow up to the concerned authority until the issue is solved.  
                      • On-line update by the authority on solving the Grievance.  
                      • To make the communication process between government & citizens easier. |
## Project Name: Students Academics Management System SAMS

<table>
<thead>
<tr>
<th><strong>The Client:</strong></th>
<th>Higher Education Department, Govt. of Odisha</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>The Beneficiaries:</strong></td>
<td>Junior &amp; Degree Colleges, Citizen esp. Students</td>
</tr>
<tr>
<td><strong>The Stakeholders:</strong></td>
<td>key functionaries involved are Commissioner-cum-Secretary of H.E Dept., Principals of 169 Junior &amp; 53 Degree colleges, key functionaries of IT Nodal body of Orissa, OCAC, Commissioner-cum-Secretary of IT Dept., govt. of Orissa, the software developer CSM Technologies</td>
</tr>
</tbody>
</table>

### The Background Information:
- The increase in demand for education in Orissa is evident from the rising number of matriculates and graduates, i.e. the number of students passing class 10th Board and +2 board. Its effect is felt at the Junior (+2) and degree colleges, where the admissions, has been rising. In 2008, there were 5.25 lac students who appeared 10th and 12th boards in Orissa. Out of these, 2.62 lac students had passed and about 85% of them got into colleges. These numbers exclude about 50000 students who come from different boards like CBSE & ICSE. In Orissa, there are 1145 Junior Colleges with only 50 Government Colleges, located in 21 out of 30 districts. Degree colleges are 53 in number out of which government colleges are 44 in the entire state.
- These Government colleges are always the first choice for these students. Most of the qualified students apply in more than one college with a hope to get admission. On an average, each student purchases forms and applies to 3 colleges. An applicant may even fill 2 forms for one college e.g. one for Science and second for Commerce. In addition to this when it comes to +3 admission, there is permutation to do with honors subject in each of the stream.

### The Requirement:
- The admission process is not only costly for the applicant’s family but also harassing as they have to travel to at least 3 colleges to buy, fill and submit forms with relevant documents at each of these colleges. Then they wait for declaration of 1st selection list. As each college takes its own time to process applications, they have to take immediate decision on receiving intimation letter even from their colleges of lesser preference. Mostly, applicants take admission in first selection and then apply for transfer if they get intimation from a better College/Stream. In such cases, they lose the admission fees.
- For Colleges, the admission process entails printing application form & prospectus, selling and receiving completed application before processing them. Manual processing takes long time, sometimes 6-15 persons working 45-60 days. For an applicant applying in 3-4 colleges, his/her applications have to be processed three to four times. Sometimes an applicant’s two applications for two streams have to be processed two times in the same college, because separate teams work to process applications for different streams. Despite these efforts, there are complaints against College authorities with the lack of transparency.

### The CSM Solution:
- SAMS is an attempt to centralize the admissions & administration of all colleges (both Junior & degree) in the state. Extensively laden with two verticals i.e. e-Admission & e-Administration.
- e-Admission aims to use Information Technology to process the applications for admission into SAMS Junior & degree college for students passing the 10th Board exam & 12th exam respectively.
- This application that accredits to Selling & Receipt of Application, Scrutinizing, Intimating & Publication of Select lists, and the Admission process.
### CASE STUDIES

#### BEST PRACTISES BY CSM

- e-Administration uses & manages the database created by e-admission by adding, modifying or removing information about students and generating reports. It has provisions for captures the student attendance, marks scored in tests, class timetable and previous education qualification.
- This phase of the project, wherein each student will be mapped into the database and the same college would use this for all vital functions like ID card issue, Class schedule, hostel allotment, Library card issue, practical sessions (if any), internal assessments and registration for council examinations.

#### The Challenges:
- This was a complete paradigm shift in the admission process. The process being a complete change from the existing process, thus required to be acceptable to the Academicians like Principals, Lecturers & College Administrative officers.
- Prior to SAMS none of the colleges had data in a synchronized format corresponding to other colleges. Consolidating data of all these college profiles, their fees and streams structure, benchmark, facilities etc. into one unit.

#### The Benefits realized by the client:
- Each college engaged about 6-15 persons to scrutinize and process applications and they used to work for about 30-45 days, which has now reduced to few hours of 1-2 teams (3 members each) of evaluators at each college.
- SAMS would ensure a database of students of junior and Degree colleges whenever it is implemented. This database will help in generating unique student code, to track a student’s entire education history right from class 10th.
- The number of applicant having been reduced by over 55% has actually resulted in over 25% increase in options in 2009 over applications in 2008. Secondly an application form & prospectus is made available online. Many have actually not travelled to a college to procure the same.
- The entire process has been able to reduce the time from about 70 days to 55 days and at the same time increase the transparency of the process. Prefixed datelines & use of user based website information availability reduces the anxiety in part of applicants/guardians.
- Web-enabling of the entire database was done with a drill-down approach for hundreds of reports designed for citizen information. The administrators of the system can update student information at the back-end of the web portal, enabling updated information about the department and each of the colleges.
## Integrated Supplier and Dealer Management System, Orissa State Beverage Corporation (OSBC)

<table>
<thead>
<tr>
<th>The Client:</th>
<th>Orissa State Beverage Corporation (OSBC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Beneficiaries:</td>
<td>• Orissa State Beverage Corporation  &lt;br&gt;• Department of Excise, Govt. of Orissa  &lt;br&gt;• Liquor Manufacturing Companies  &lt;br&gt;• Suppliers  &lt;br&gt;• Retailers  &lt;br&gt;• Statutory Bodies</td>
</tr>
<tr>
<td>The Stakeholders:</td>
<td>• OSBC  &lt;br&gt;• Excise Commissioner.  &lt;br&gt;• Department of Excise  &lt;br&gt;• Supplier  &lt;br&gt;• Retailers</td>
</tr>
<tr>
<td>The Background Information:</td>
<td>OSBC is the nodal agency to provide transparency in distribution and supply of Liquor/Beer in the state of Orissa. It allows Licensed Supplier/Manufacturers to store duly registered brands of liquor in its warehouses on prepayment of statutory duties and ensure genuine &amp; hygienic brands of liquor supplied to the consumers through licensed retail outlet. The primary objective of OSBC is to collect revenue on behalf of Government from Supplier and retailers. OSBC Has 6 Depots, 43 Suppliers and 2604 Retailers.</td>
</tr>
<tr>
<td>The Requirement:</td>
<td>• No standardized Inventory/Stock management process followed at warehouse  &lt;br&gt;• Unavailability of real time information on stock loading/unloading, Space availability and daily sales detail from depots  &lt;br&gt;• Difficult to track Supplier wise Investment/Reinvestment/Payment, Retailer wise Credit details and statutory taxes collected  &lt;br&gt;• Processing of Indent request, import/export permits takes a week time  &lt;br&gt;• Difficulty in implementing tax rates and regulatory changes.</td>
</tr>
<tr>
<td>The CSM Solution:</td>
<td>The system helps OSBC to regulate the liquor trade in Orissa by ensuring better revenue realization and stakeholder’s convenience. System automates issue of indent request, transport permits, import permits, No Objection Certificates, etc. Tax rates or regulatory changes being put in force immediately and provides transparency to department and its business with its clients. Control data like supplier/retailer details (Brand, MQG, Investment, reinvestment and Credit details), Daily sales at depots, human resources, Accounts, statutory Audits of the corporation are monitored efficiently. The system provides real time information to all the Stake Holders in the supply chain process and in built analysis help corporation user in better space management. Generation of timely, intelligent reports and comparisons helps managerial control, inventory management, improve efficiency and enable revenue record reconciliation on daily basis.</td>
</tr>
<tr>
<td>The Challenges:</td>
<td>Increasing workload under the manual system was affecting efficiency and hampers Corporation’s revenue collection capacity</td>
</tr>
<tr>
<td>The Benefits realized by the client:</td>
<td>• Only project that provides online delivery of services and involved significant reform in forms and procedures  &lt;br&gt;• No. of trips: Suppliers don’t have to make multiple visits to for doing</td>
</tr>
</tbody>
</table>
### Business with OSBC

- **Waiting time:** Waiting time reduced by One-Eighth for the supplier/retailer for indent/permit/Payment/invoice processing and there is a significant reduction in total elapsed time for corporate users from Days to Hour.
- **Corruption:** The project had a significant positive impact on corruption with the proportion paying bribes having reduced from 20 percent to less than 5 percent.
- **Employee Satisfaction:** The project had a significant positive impact on employee satisfaction and increases employee productivity by 50%.

### Technology

- Web server - IIS6
- Application Server - IIS6
- Databases SQL - SQL Server 2005
- Development & Design Tools - HTML/ASP.NET 3.0 Components
- Test Management Tool - Test Director 7.0
- Graphic Tool - Photoshop, macromedia, flash, Dreamweaver.
- Reporting Tools - Crystal Report / Microsoft SQL Reporting

### Perception of service & Governance quality:

The time required for preparing Statutory audits, accounts reconciliation, Statutory taxes compliance statement (collected/to be paid) is significantly less in the online system as compared to the manual system.
**Project Name:** i3MS, Department of Steel & Mines

<table>
<thead>
<tr>
<th><strong>The Client:</strong></th>
<th>Department of Steel &amp; Mines</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>The Beneficiaries:</strong></td>
<td>Mines Owner, Production Unit, Mineral Traders, Crusher units, Govt. Check gates, Department of Police, Customs &amp; Citizen etc.</td>
</tr>
<tr>
<td><strong>The Stakeholders:</strong></td>
<td>Steel &amp; Mines Department Authorities &amp; other 10 - Major Departments who are involved for granting ML/RML, Mines Owner, Mineral Licensee, Govt. Checking Staff at Mines Weighbridge, Checking Staff at Railway Siding, Checking Staff at Govt. Check gate</td>
</tr>
</tbody>
</table>

**The Background Information:**
The overall objective of this project is to automate the manual process for collecting Royalty by usage of ICT. A web based application will be developed by which the checking staff at lessee Weighbridge & checking staff at Govt. check gate will update each and every mineral transaction. Also there will be the check-in-balance of Issued Transit Permit & Issued Transit Passes. The system will re-consolidate the transaction and generate different kind of MIS report, which would help Directorate of Mines to take intelligent decision making while collecting taxes.

**The Requirement:**
The scope of the Application includes, Online Issue of Transit Permit, Transit Pass through a workflow system by using digital signature, Master Creation of Lessee, Master Creation of Licensee, Master Creation of Transporters, Royalty collection, attendance system, and MIS reports. The proposed solution should provide...
- Role and right based access to its stakeholder.
- Providing personalized access to the field offices from anywhere within the Network.
- Mechanism for accurate and flexible monitoring information for appropriate audiences.
- The proposed web based solution will have the following main modules.

**The CSM Solution:**
1. Online Apply & Issue of Transit Permit
2. Online Apply & Approval of Transit Pass book
3. Transport Carrier Registration (RC Book No of Carrier)
4. Issue of Transit Pass & RFID card at weighbridge
   - 4.1 Prepare & Issue of Transit pass to carrier as is
   - 4.2 Transit Pass info entry in to computer
   - 4.3 Push data of Transit Pass into RFID Card through Card Writer
   - 4.4 Checking of Transit Pass & RFID card at Govt. check gate
5. RFID card data updation in central server from check gate

**The Challenges:**
1. Identifying feasible Routes from Mines to the Check Gates for mineral transportation
2. Identifying the feasibility of setting up Check gates in a correct location keeping in mind to be convenient to mineral transporters, Department Checking staff as well as internet connectivity
3. Setting up high rise Wi-Fi internet connectivity Towers as the mines & Check gates area are hilly
4. Making policy

**The Benefits realized by the client:**
1. Online Request for Transit Permit & Transit Pass
2. Time saving & cost effective in terms of travelling to mining office
3. Transparency in Issue of Transit Permit & Transit Pass
4. Tracking of mineral movement & Transit Pass Usage
# Project name: e-Despatch

<table>
<thead>
<tr>
<th><strong>The Client:</strong></th>
<th>Government Departments</th>
</tr>
</thead>
</table>
| **The Beneficiaries:** | | Government Departments  
| | Field Offices  
| | Citizen |
| **The Stakeholders:** | Government Departments  
| | Field Offices |
| **The Background Information:** | For every decision at Government there is a letter which needs to be dispatched from its offices to concerned destinations. Offices do not initiate work unless signed letter is physically delivered to them |
| **The Requirement:** | On an average each letters take nearly 3 hours from start to reaching the dispatch section  
| | Most of the letters wait in queue and there is No certainty of reaching the letter at the destination  
| | Monitoring of letters sent becomes very difficult  
| | No central repository of letters is available in the department. At the time of requirement one has search the letters from hoards of file  
| | impossible to have a central repository for future reference |
| **The CSM Solution:** | e-Despatch is a small thought which has immense usability for Government Administrators, Elected Representative & Citizen. Instead of reengineering the letter dispatch process via contemporary method, e-Despatch provides a facelift. This application starts on receipt of final letter and involves 7 simple steps.  
| | Receiving letter pad  
| | Generating Auto Letter number & entry to SW  
| | Assign Subject  
| | Assigning letters to the concerned address  
| | Scanning of letters & conversion to PDF  
| | Work monitoring & assigning letters as per schemes  
| | Letter dispatch as per instructions  
| | This process of keeping the Government process intact and still able to make instant communication at Government has been a governance breakthrough. e-Despatch is an appliance which is operational as well as productive from the very moment it is implemented. |
| **The Challenges:** | Many e-Governance initiatives failed because the software came without any relationship with the existing Government process |
| **The Benefits realized by the client:** | Reduced labor costs  
| | Elimination of human errors  
| | Faster letter processing  
| | Instant letter retrieval  
| | Remove reliance on the postal service  
| | Reduce Stationery and printer consumable costs  
| | No Document storage costs as all letters is available in central database.  
| | No Lost letters  
| | No Postage costs  
| | Letter sent through e-Despatch can be delivered far more quickly than their manual counterparts, thus the turnaround time from dispatch to delivery can be reduced.  
| | Manual dispatch of letter has a chance of spoiling by rain, moisture etc, which destroys the clarity hence hurdles the exact information dissemination  
| | Accurate letter help ensure accurate flow of information.  
| | Batches of electronic letters are usually sequentially numbered; therefore missing letters can easily be identified, not causing department to wade |
### Technology

<table>
<thead>
<tr>
<th>through piles of paper</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letters sent through Fax/Mail/ and stored in e-Space that ensures all letters sent by the department to a concerned field office is available for all time</td>
</tr>
</tbody>
</table>

- Web server - IIS6
- Application Server - IIS6
- Databases SQL - SQL Server 2005
- Development & Design Tools - HTML/ ASP.NET 3.0 Components
- Test Management Tool - Test Director 7.0
- Graphics Tool - Photoshop, macromedia, flash, Dreamweaver.
- Reporting Tools - Crystal Report / Microsoft SQL Reporting
# Punarbas, Department of Revenue & Disaster Management

<table>
<thead>
<tr>
<th>The Client:</th>
<th>Department of Revenue &amp; Disaster Management, Govt. of Orissa</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Beneficiaries:</td>
<td>Citizen</td>
</tr>
<tr>
<td>The Stakeholders:</td>
<td>Govt. of Orissa, Industries, Collectors, Requisition Authority, UNDP</td>
</tr>
</tbody>
</table>

## The Background Information:

For any Rehabilitation & Resettlement issue, there is always land acquisition in the root. Land acquisition in India is done according to the Land Acquisition Act 1894. The Act has some odd 60 clauses on legal ground to which all the acquisition should adhere.

Apart from the Land compensation, the land losers are entitled to get rehab package as per Orissa R&R Policy. It’s the responsibility of Government to ensure proper rehabilitation as well as resettlement is done for the project affected / displaced families.

## The Requirement:

A proper Management system for Land Acquisition process and monitoring of R&R Policies. A synergy between the LA act and R&R Policy so that compensation and entitlement matrix can be derived.

## The CSM Solution:

Two databases generated by two different software (LA and R&R), are linked so as to have a SINGLE Government owned database which is accessed and managed by various stakeholders. The project offers a complete solution to all types of problems encountered in each and every step of Land Acquisition and the associated process of Resettlement and Rehabilitation.

Some of the key features are:

- Data storage in a centralized location enabling easy access
- Updateable and up to date records, automating creation of Family Genealogy and easy trace out of share in land thus facilitating fair compensation.
- Automated estimation and valuation process.
- Verification of different records through the system.
- Standardized format for Notices and Orders.
- Ease in tracking of entitlement of the PAFs.
- Quick and authenticated checking of the progress in R&R activities on the basis of certain predefined KPIs.
- Tracking of the social and economic progress of the PAFs in different time periods.
- A proper and adequate Grievance Redressal Mechanism, thus minimizing the court cases.

## The Challenges:

Data extraction at different offices like LAO, Project authorities required for the project.

Training and handholding at all the location of Revenue Department, directorate R&R and Project Authorities which are spread across the state.

Acceptance by the management and down the line officers.

## The Benefits realized by the client:

- It facilitates the principle of “SOCIO-ECONOMIC EQUALITY” as tampering of data will not be possible.
- A proper and adequate Grievance Redressal Mechanism, thus minimizing the court cases.
- Able to get information about the LA process and R&R polices.
- Get all the information about facilities (e.g. training, employments etc) given to them.
- Get the information through various reports about the entitlement to the PAFs.
Kwantify, Intranet Solution for Seven Seas Computers, Dubai

<table>
<thead>
<tr>
<th>The Client:</th>
<th>Seven Seas Computers, Dubai</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Beneficiaries:</td>
<td>The employees of Seven Seas Computers, Dubai</td>
</tr>
<tr>
<td>The Stakeholders:</td>
<td>The management of the client, the IT department of seven seas</td>
</tr>
</tbody>
</table>

The Background Information:
Seven seas Computers were a diversified company in Middle East, Srilanka, Singapore and Malaysia. Their operations in hardware and software consulting along with other ICT based managed services earns them a client base of over 1000 clients each year. To manage these clients and smoothen internal processes, they have a man power of 500 employees, most of which were based out of their Head quarters. Managing these different offices, employees and still ensuring client growth as well as satisfaction had become a major issue to them.

The Requirement:
Leading portal practitioners have learned important lessons in sponsoring and implementing their enterprise portal efforts. These lessons are organized around a common theme: Implementing an enterprise portal is an ongoing effort that can be directly linked to the enterprise’s business goals. With the right implementation, an enterprise portal provides a flexible way to improve information delivery at a lower cost and aligns IT resources in support of the changes businesses must make to add ongoing value.

SSC has researched over 50 enterprise portal implementations through in-depth discussions with IT and Line of Business executives to identify and benchmark the economic benefits resulting from their portal implementations.

The CSM Solution:
Kwantify (also called “Enterprise Management Tool”) is the one gateway that unifies access to all enterprise information and applications. In reality, stuff often still lives outside the portal, but at a minimum, the portal ought to organize everything that’s accessible on the intranet.

Kwantify was developed for SSC to fill the following needs for corporate that require to maintain their People, Process and knowledgebase with the latest corporate culture, information and also be able to empower the employees to communicate within the corporate infrastructure.

Kwantify - a knowledge management and productivity tool make sure that all facets of business process are adequately captured within its framework and enable organization specific approval system, electronic documentation and records management. This framework supports rapid configuration of a wide range of systems including collaborative networking, sharing documents, knowledge acquisition and knowledge representation, and also various combinations of mind sharing technologies.

The Challenges:
1. Change in the overall process of addressing administrative and HR issues within the organization
2. Hand-holding and training each group of user travelling to all the countries of operation of Seven Seas.

The Benefits realized by the client:
One benefit of creating this consistent look and feel is users need less time to learn how to use the environment. They also more-easily recognize where they are in the portal and where they can go—no small feat when navigating a large information space. By integrating services and presenting personalized snippets on the initial screen, intranet portals also reduce the need for users to browse far and wide to obtain needed information, thus making it easier for them to perform their jobs. Ideally, that philosophy extends to include a unified security environment, including single sign-on that frees users from constantly having to enter usernames and passwords. Realizing this approach pays dividends: today most help desk calls concern lost passwords. Furthermore multiple logins disrupts users. Yet while almost every interviewee stated they want a unified security environment, most have not yet achieved it.
# Performance Management System, Greater Nile Petroleum Oil Company (GNPOC), Sudan

**The Client:** GNPOC, Sudan  
**The Beneficiaries:** The decision making authorities of GNPOC  
**The Stakeholders:**

| The Background Information: | GNPOC as a company was incorporated to operate as a petroleum company in Sudan. GNPOC is a joint operating company owned by CNPC of China (40%), PETRONAS of Malaysia (30%), ONGC of India (25%) and SUDAPET of Sudan (5%). Currently GNPOC produces more than 300,000 barrels of oil per day from 8 main oil fields. The oil is transported through more than 1,500 KM of 28” pipe line supplying both for local consumption and exports through the marine terminal. All such operations involve more than 1200 people and number of operations. Therefore decisions at the Khartoum towers are based various facts and figures deduced and derived at decentralized locations. The decisions taken by the senior management is a direct ratio of the performance of enterprise. Hence they have devised a KPI system for measuring indicators which help take these decisions. |
| The Requirement: | The KPI information management in GNPOC which is a major issue because of its role in strategic aspect of the organization is not automated and the existing process lacks executive level information availability. We found that information sources scatters across the organization from where the KPI related data can be collected and reused in many cases. Though there is an ERP and Galileo extracted reports for enterprise wide executive information for decision making, no facility is there for KPI data interchange at various level. The manual process is very tedious due to the nature of complexities in KPI evaluation and the unavailability of ready to use summarized data. After a thorough analysis of the existing process of KPI information management, we found that there is a need of a full-fledged Performance Management System with balance scorecard facility to give a better and holistic view of the key strategic data to achieve the Mission and Vision of GNPOC. |
| The CSM Solution: | As a solution to the aforesaid problems the KPI information management was carried out with balance scorecard perspective which is used in many fortune 500 companies as the framework of Performance Management System. The objectives of PMS application are:  
- To include financial and non-financial measures  
- Focus management activity on key performance indicators  
- Align departmental goals with corporate strategy  
- Link measures throughout the organization  
- Allow senior management to consider all measures together  
- Reflect enterprise’s commitment to customer service  
- To be managed to prevent the proliferation of unneeded measures  
- To be shared with as many staff as is practicable |
| The Challenges: | • Every different department has a format for data collection and report generation. Creating a unified form that is acceptable to all this varied data was a major task.  
• After creating the form, entering the data and getting the output desired by the officers through the PMS was a challenge. |
| The Benefits realized by the | • The application has an easy-to-read presentation. The detailed scorecards (with KPI metrics) are accessible from one screen. It gives a real understanding of the progress towards achieving the desired strategy |
| client: | outcomes.  
| --- | ---  
| • The scalability features of the proposed solution can accommodate unlimited number of KPIs. Consolidation has a unique method of seamlessly reporting on the lowest level, as well as consolidating up automatically to department, sector and process.  
| • The PMS application is used in various departments with respective access privileges ensuring that KPIs of each department are accessed by the respective department users who have sufficient access privileges.  
| • The PMS extracts KPI data from existing ERP as well as Galileo extracted reports wherever the same is available to minimize process redundancy. The PMS consolidates all the KPI data in real time which ensures instant availability of MIS report on demand.  
| • It is equipped with online survey facility for exceptional data collection purpose.  
| • The PMS will provides a simple, manageable solution to support bottom-line results tracking, Total Quality Management, proactive Decision Support, and cause-and-effect analysis. |
Dispensary Management System for **FRU (First Referral Unit), Orissa**

<table>
<thead>
<tr>
<th><strong>The Client:</strong></th>
<th>Technical Management Support Team (TMST)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>The Beneficiaries:</strong></td>
<td>The concerned officials &amp; patients from Labour Room, OT (Operation Theatre) &amp; PPC (Post Partum Center) Unit of Puri District Hospital.</td>
</tr>
<tr>
<td><strong>The Stakeholders:</strong></td>
<td>The Stakeholders for the web based FRU monitoring system are broadly divided into following categories:</td>
</tr>
<tr>
<td></td>
<td>- The Department of Health &amp; Family Welfare, Govt of Orissa</td>
</tr>
<tr>
<td></td>
<td>- Other Associate Organizations i.e NRHM, DFID etc</td>
</tr>
<tr>
<td></td>
<td>- The other concerned officials the Puri District Hospital</td>
</tr>
</tbody>
</table>

**The Background Information:**

It is estimated that for every 100,000 live births, 407 pregnant women die every year in India due to causes related to pregnancy and childbirth. The major causes of these deaths have been identified as Anaemia, Haemorrhage (both Ante and Post-Partum), Toxemia (Hypertension during pregnancy), Obstructed Labour, Puerperal Sepsis (Infections after delivery) and unsafe Abortions. Over the years, efforts to reduce Maternal Mortality and Morbidity have included providing family planning services, improving essential obstetric care including Ante-natal Care, Safe/Institutional Deliveries, Prophylaxis and treatment of Anaemia and Post-natal Care and Emergency Obstetric Care.

As Complications associated with pregnancies are not always predictable, referral back-up for mothers and their newborns is essential for their primary health care in order to manage complications during pregnancy, delivery and postpartum and newborn problems.

This gave rise to the requirement to design, develop and deploy the web based First Referral Unit Monitoring system in district hospital, Puri (Odisha) for systematic storage and tracking of patient records, evidence based monitoring and evaluation at different levels which is funded by Technical Management Support Team (TMST). We got the project by qualifying both technical and financial bid floated by them.

**The Requirement:**

The Web Based FRU Monitoring System is designed for capturing of data based on the revised formats provided by TMST to fulfill following objectives:

- Development of a web based FRU monitoring system
- Enable to track systematic patient records
- Generate MIS reports based on composite indicators
- Improve Work efficiency of the hospital staff
- MIS Dashboard for the stake holders

**The CSM Solution:**

The Web Based FRU Monitoring System is a web based application which was successfully implemented at the Puri District Hospital, has an user friendly interface and centralized database for storing the data. It can be accessed by authenticated users having valid user id and password. The system keeps a track of the patient details from the time of admission till delivery.

The various modules in this application are Registration, Admission, Labour, OT, MTP, Abortion, Discharge and SNCU. From the application various MIS reports i.e Patient Information Report, Referral Report, PPC Report etc are
generated instantly. From the dynamic dashboard, the concerned officials will get instant updates i.e Maternal Death, PPC Info, New Registration etc

<table>
<thead>
<tr>
<th>The Challenges:</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Understanding Process flow</td>
</tr>
<tr>
<td>☐ Network Installation at Puri,DHH</td>
</tr>
<tr>
<td>☐ Data Entry during Offline</td>
</tr>
<tr>
<td>☐ Hiring of Manpower</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>The Benefits realized by the client:</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Systematic storage of patient records (Health Planning, Research and specific intervention)</td>
</tr>
<tr>
<td>☐ Evidence based monitoring and evaluation at different levels</td>
</tr>
<tr>
<td>☐ MIS reporting procedures based on composite indicators</td>
</tr>
<tr>
<td>☐ Generate Patient &amp; Institution specific reports</td>
</tr>
<tr>
<td>☐ Improve Work efficiency of staff</td>
</tr>
</tbody>
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