

TCS DigiGOV™ Framework



A solid digital transformation strategy is vital for businesses to be able to adopt the latest technology trends, ensure sustainability and grow in the market. However, digital transformation is no longer a one-time activity, but a recurring process that requires a long-term vision driven by business purpose, resilience and adaptability.

TCS' DigiGOV™ Enterprise Framework is a proven accelerator that adheres to the organization's vision and digital strategy to ensure rapid digital transformation. Sitting at the core of the organization's digital ecosystem, our framework eliminates dependency on multiple systems working in silos and creates a 360-degree, scalable and flexible integrated enterprise platform for the organization. This helps ensure successful digital transformation implementation, enabling organizations to achieve desired business outcomes in a short timeframe.

Overview

In an ever-changing world of digital disruption, harnessing the power of digital technologies is crucial to meet customer expectations, drive growth and meet transformation goals. However, in the Business 4.0™ era, building a strong digital foundation means leveraging ecosystems, personalizing at scale, embracing risk and creating exponential value. This requires optimizing limited resources and aligning the digital transformation agenda with the organization's business policies, processes, models, internal and external stakeholders and technologies. It is, therefore, important for organizations to leverage an enterprise framework that can act as an IT enabler for successful digital transformation.

TCS' DigiGOV Enterprise Framework leverages Business 4.0 pillars – intelligent, agile, automated and on the cloud – to drive an organization's digital ecosystems across digital strategy, technology, stakeholders, domain and business processes, channels and other organizational elements. The framework can be easily aligned with the organization's policies and procedures, while providing flexibility to introduce new business process applications at any time so that they can be made part of the overall digital ecosystem. The framework is accessible via different channels and is available anytime, anywhere to the organization's stakeholders/users. It can be easily integrated with existing or third-party applications, while ensuring successful configuration of new business processes or proof of concepts for any domain.

Our Solution

The TCS DigiGOV suite of offerings includes:

- **Digital Workplace:** IT enablement automation of workflows and processes.
- **Finance:** Management and monitoring of funds and financial liabilities.
- **Homeland Security:** Centralized repository for faster investigation and prosecution.
- **Tax:** Automation of tax and revenue management processes for direct and indirect taxes.
- **Enterprise Portal:** Comprehensive platform for citizen and organization services.
- **EoDB:** Single-window clearance system (for ease of doing business).
- **Health:** Digitization of patient care and hospital administration.
- **HRMS and Payroll:** End-to-end 'hire to retire' with accurate payroll processing.
- **ULB:** Automation of municipal and city administrative services.
- **Federated Identity:** Registration and authorization with a single account across different systems and services.
- **Registration Suite:** Registration of various properties land, shop, birth, death, marriage, etc.
- **Fund Management:** Disbursement, utilization and monitoring of funds.
- **FACTS:** Fingerprint-based authentication and crime-tracking system.

DigiGOV offerings also include aviation services, pension, foreign trade, digital courts, travel and expense monitoring, and month-end dashboard, etc.

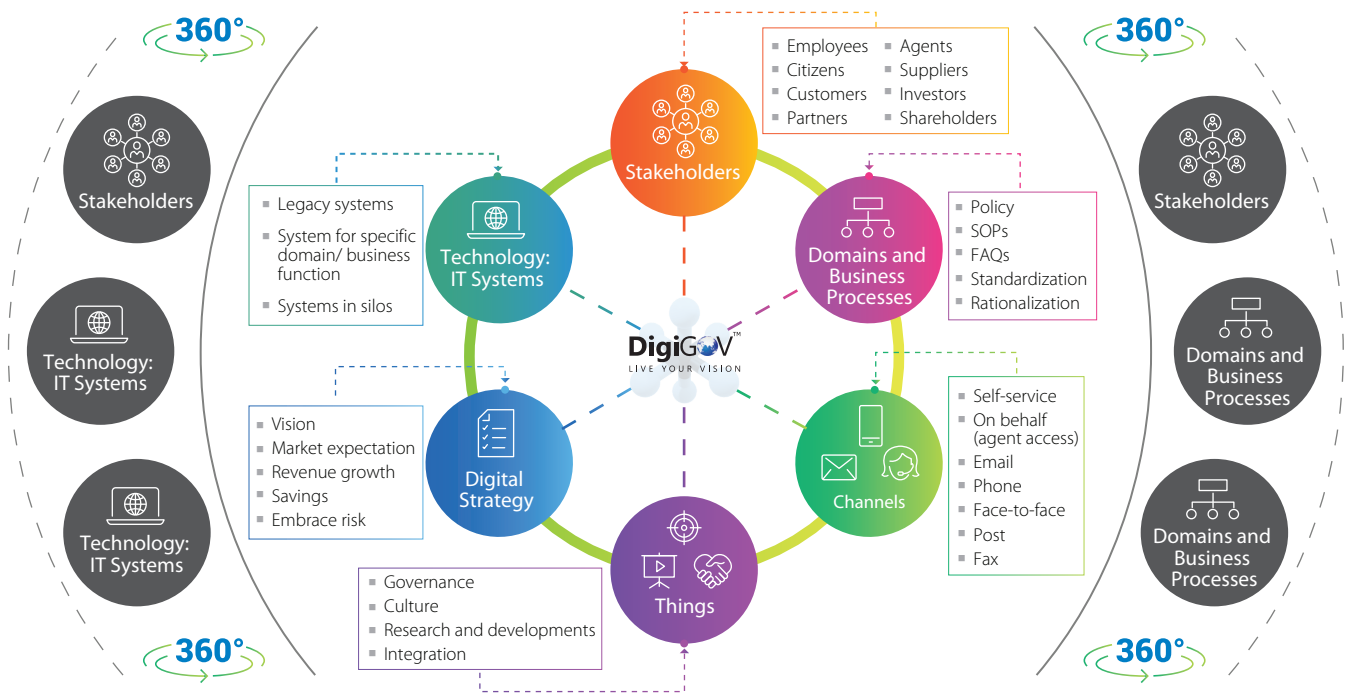


Figure 1: An organization's digital ecosystem, driven by TCS DigiGOV

Benefits

TCS' DigiGOV Enterprise Framework helps organizations to:

- Build an integrated enterprise platform with 360-degree scalability and flexibility.
- Reduce development, testing, implementation and maintenance costs.
- Improve RoI, business process expansion and revenue growth.
- Improve administrative efficiency by enabling direct access to services for citizens and businesses.
- Achieve IT enablement for effective, efficient, transparent and accountable administration.
- Enhance public service delivery with efficient monitoring using built-in citizen charters.
- Avoid data leakage and misinformation in service delivery with role-based secure access and functionalities.
- Standardize and automate processes for enhanced efficiency.
- Reduce paper-based processes, enable 24x7 access to information and integrate information exchange across various departments.
- Empower staff with easy access to knowledge by creating a document repository.
- Drive efficiency and agility in operations rapidly.
- Address all aspects of governance and integrate services to different stakeholders such as government-to-government (G2G), government-to-business (G2B) and government-to-citizen (G2C).

The TCS Advantage

Leveraging the TCS DigiGOV Enterprise Framework enables organizations to take advantage of:

- **Industry presence:** This framework has a presence in the IT industry for the past 20 years and has an over 20-million-strong user base across more than 100 implementations in nine countries.
- **Customer satisfaction:** Achieved 95% customer satisfaction across all implementations.
- **Customer- and trends-driven roadmap:** Around 90% of DigiGOV's roadmap items are based on continuous customer feedback.
- **Zero industry or domain boundaries:** This ensures rapid configuration of business processes in any domain.
- **No. 1 agile companion:** The DigiGOV framework is based on the rapid transformation methodology. This helps leverage an agile delivery approach based on analysis and overall scope to configure business processes or eService in 30, 60, 90 days.
- **Strong domain and technical expertise:** TCS' exhaustive domain knowledge and industry-benchmarked technological prowess helps alleviate business problems.
- **Technology stack and standards:** We lean into our technology expertise across Java language and J2EE architecture to build a flexible and scalable framework mapped to organizational objectives.
- **Global presence:** TCS's well-established global footprint helps achieve smoother rollouts and supports delivery of robust post-implementation support.



Figure 2: TCS DigiGOV™ Framework with offerings and number of implementations

Awards & Recognition



To know more

Visit the <https://www.tcs.com/public-services> page on **tcs.com**

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Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

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