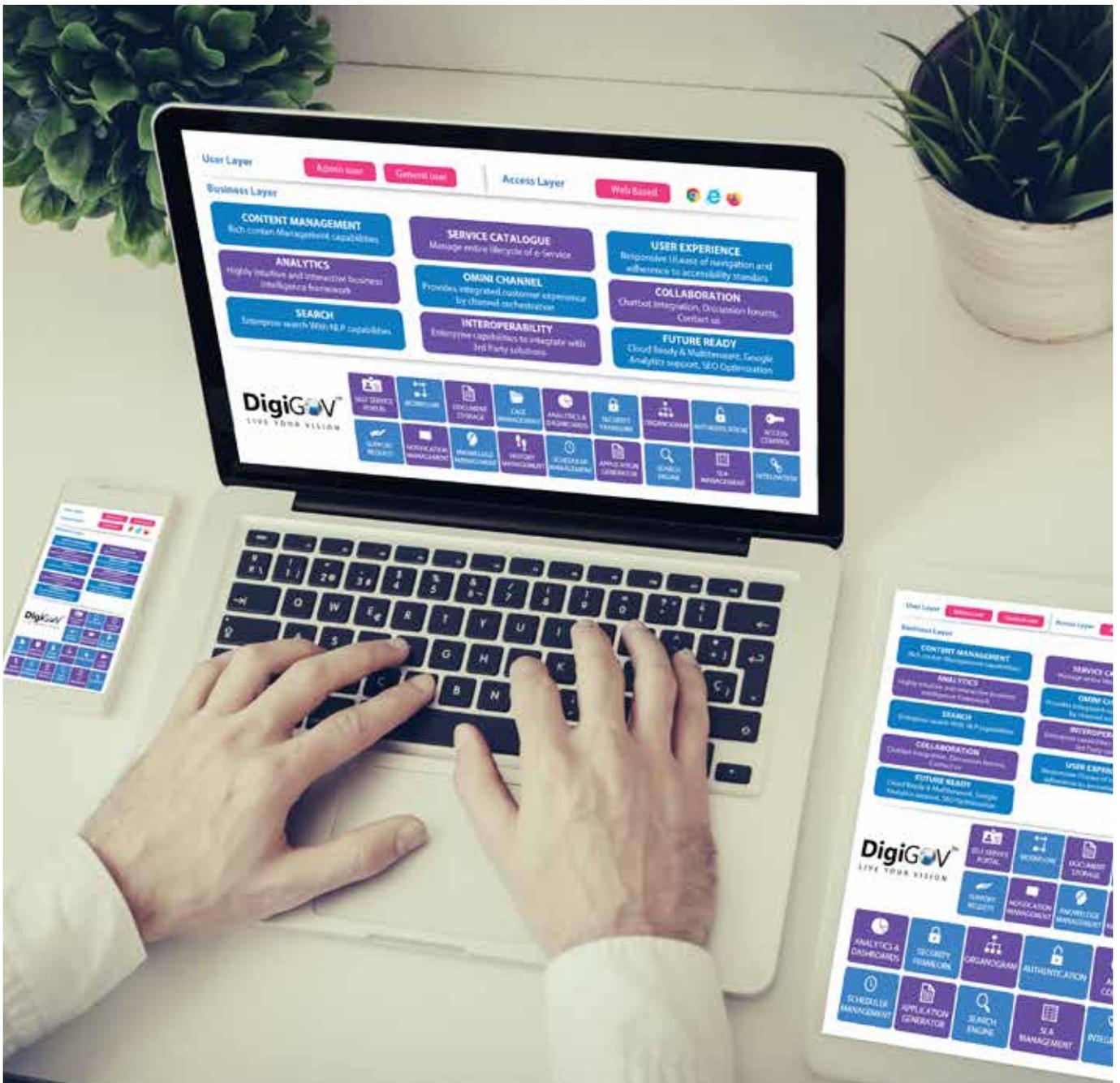# TCS DigiGOV™ Enterprise Portal Solution

Digitalization – the application of technology to transform the economy – has made a huge impact on three dimensions of society. The first is business, where organizations have used the opportunity to develop new services and products, reduce costs, and so on. The second dimension is public governance where digitalization has been used to deliver better services and communicate interactively with the public. The third is society, where digitalization plays a key role in up-skilling labor and helping people communicate effectively. Digitalization has now become an important part of our lives and is here to stay.

TCS' DigiGOV™ Enterprise Portal is a comprehensive Self service portal that acts as an electronic gateway into the Organization's portfolio of services. It is an end-to-end integrated solution that caters to the needs of various organizations and provides a wide range of services to its enterprise stakeholders digitally.

Overview

DigiGOV Enterprise Portal serves to put an end to: maintaining multiple portals ineffective utilization of funds towards the management of different types of infrastructure; lack of transparency and accountability; high administrative costs; ineffective service delivery; and lack of prediction and forecasting capabilities.

The Portal provides a single digital gateway to access all services, allowing easy monitoring and tracking. Furthermore, it is smartphone-compliant, and also integrates with any other third-party portal system smoothly.

A recent report from the World Economic Forum (WEF) labels governments as "the dinosaurs of the digital age: slow, lumbering and outdated". By incorporating digitalization, organizations can provide services that meet the evolving expectations of enterprise stakeholders and businesses, even during times of crisis. Several organizations across the world have been struggling to understand their stakeholders better and achieve better outcomes, find new solutions to policy challenges, provide services more efficiently, and commercialize some services. Digitalization is the key to solve these problems – all at once.
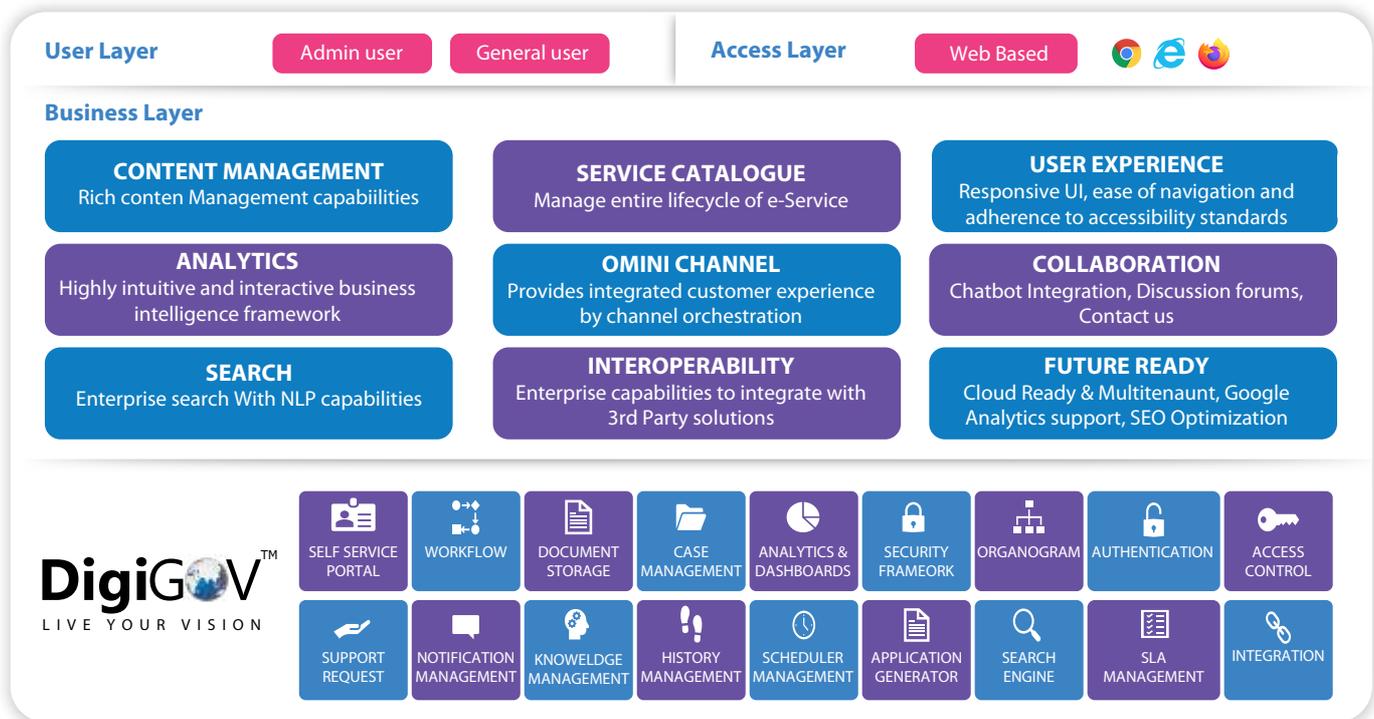
Our Solution

The TCS DigiGOV Enterprise Portal is powered with the following features:

- Personalization
- Profile management
- Document repository
- Request management
- Timeline
- Feedback management
- Analytics & dashboards
- Exhaustive search
- Platform To Host Business Services

Our capabilitie include:

- **Anytime, Anywhere Access:** The solution ensures that the services are brought right to the stakeholders through "Anytime, Anywhere Access."

- **Single Digital Gateway to All Services:** The solution is a one-stop single digital gateway to access all services in one portal, thus eliminating the need to visit different portals to avail of a particular service.

- **SLA Monitoring:** The solution provides the capability to define/configure SLAs to effectively track and monitor all services, thus assisting in improving service delivery, leading to the satisfaction of its stakeholders.

- **Facilitating Secure Online Payment:** The solution provides secure online payment options for the convenience of users.

Benefits

With TCS' DigiGOV Enterprise Portal, organizations across the globe can achieve the following benefits:

- **Effective Decision Making:** Powerful analytics, coupled with real-time control and monitoring, help in effective decision-making.

- **Savings in Capital Expenditure:** Cloud-based solutions help in saving capital expenditure.

- **Improved Service Delivery:** Effective SLA monitoring, efficient processing, and timely compliance provide improved service delivery.

- **Better User Experience:** A single personalized account acts as a gateway to several digital services.

- **Safeguard Investment:** Easy integration with the existing systems ensures invested money is not wasted.

The TCS Advantage

By partnering with TCS, organizations can leverage:

- **End-to-End Electronic Processing:** Our solution provides the capability to not only accept service requests, but also integrate with the existing back-office processing system to enable end-to-end electronic processing of the service request.

- **Contextual Knowledge Across Domains:** We have successfully delivered a diverse range of challenging assignments across various government environments over the years, which has helped us develop a deep understanding of our customers' business requirements and provide the right solutions.

- **Service Delivery Excellence:** Our e-governance practices help harness the power of advanced technology and networking bundled with a software solution for automation to reap tangible and non-tangible business benefits.

- **On-time Delivery:** We have a proven track record of delivering our services on time by working in collaboration with the client team and following the TCS principle of 'One Program, One Team, and One Commitment'.

- **Proven Expertise:** TCS has successfully conceptualized, developed, and implemented the Enterprise Portal solution for various public/private organizations to help improve the efficiency and effectiveness of their services. The DigiGOV Enterprise Portal has been implemented in India. For instance, the India Investment Grid Portal by Invest India, Investor Facilitation Portal by Government of Gujarat, Land Registration Portal by Government of Tamil Nadu, and the Homeland Security Portal. It has a one-of-a-kind implementation in the UK to deliver federated identity management services to users.

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To know more

Visit the **Public Services** page on **tcs.com**
Email: **digigov.connect@tcs.com**

About Tata Consultancy Services Ltd (TCS)

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.

For more information, visit us at **www.tcs.com**

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