

The Government of a progressive country is facing a practical challenge Governments agencies around the world have to overcome in moving to the Digital Economy.

The need to reduce costs, improve efficiencies and streamline the procurement process in offering solutions from approved vendors and partners to government agencies. The goal is to provide an easy way to research, purchase, and implement technology solutions and professional services in an efficient and timely manner.

A revolutionary approach

It was determined that the G2G solution would be in the form of an eCommerce application to expedite the process between requirement and implementation. A licensing method with pre-negotiated blanket purchase agreements would be included in the service so government agencies could have access to a wide range of technologies and services.

Having defined the need, the project team turned to eSimon for its unique system of curating content within an eCommerce marketplace. Noted for its social engagement features, eSimon was ideal for enhancing the communication around eCommerce as it provided the ability to engage with other parties, research and gather experiences in making decisions.

Game changer

As the project team investigated eSimon they realized it offered tools that were a game changer for Government. A key differentiation from other systems was the use of social media in the solution as it made eSimon easier to use and more readily adoptable, leveraged on sharing and social interaction to gather information and assess decision criteria, and captured results from other related applications.

The investment was appealing due to its low-cost entry point and ability to implement a full system in a short period of time – authentication of internal and external employees and contractors - per user cost model which allowed scalability and expansion of business initiatives to public users - mobile responsiveness which contributed to efficient communication within the G2G marketplace – and most importantly, provided governance within a secure and collaborative environment.

Applying the solution

In reverse to the typical business application, eCommerce was the centerpiece in the G2G application. It started with the ability for vendors and partners to present their services and solutions in eSimon's eCommerce Shoppe, with a Hub as the communication channel for dialogue with "prospective buyers". While the Shoppe cataloged the vendor's offerings, a Hub allowed them to promote, communicate and respond to queries. The seamless interaction between "need" and "product offering" expedited the selection process while dialogue helped in gathering necessary information and making quick decisions.

A Community assigned to the Head Department provided administration and governance over both vendors and agencies and enabled reporting. Reporting was an important aspect as it provided performance insights for management and the agencies in measuring expenditures and budgets.

Roles control allowed the vendor and the agencies to appoint 3rd parties in

How a
Government
Agency deploys a
successful G2G
solution on eSimon

the evaluation process, expanding the credibility in decision-making.

The social media indicators of likes, shares, recommendations, viewed by and purchased by created a reference pool and further assisted in research.

Security and support

As a G2G application, security ranked high amongst the key requirements. The Cloud based implementation included technologies, controls and a set of policies designed to protect data, applications, and infrastructure of eSimon.

Apart from 24/7 online support using the latest chat-bot technologies, user provisioning is facilitated with on-site training for different classes of users complete with online quick-reference guides to enable fast-implementation.

Beyond the scope

The goal to streamline communication and increase business productivity in procurement management was met.

But, the deployment of eSimon served as a stepping-stone for additional content curation and eCommerce services internally amongst agencies, and externally to the public. Users quickly accepted the eSimon approach to eCommerce, which opened the doors for provisioning of Government services.

