



Technology Solutions for Government Agencies

that let you...

- *Control and reduce your cost of operation*
- *Improve efficiency in your business processes*
- *Reduce time to market*
- *Focus on your core business activities*

In times of economic downturn, it's the IT spend that often feels financial pressures. Challenges range from managing business critical IT systems with reduced IT budgets to achieving increased profitability through customer acquisition / retention and real time services.

Tata Infotech has been helping its customers face this challenging environment, by sharing risks and reducing cost through its proven delivery model providing typical savings to the tune of 40%.

Many government bodies across the globe, have benefited from the turnkey solutions and consulting services provided by Tata Infotech. Examples of such services include right sizing & re-engineering legacy applications of government bodies for improving process efficiency, lowering costs and providing better quality of services to the citizens. Tata Infotech has successfully served the Federal, State, City and County governments in the United States of America, India, Europe, Canada, Southern Africa, East Asia, and the Middle East.

Tata Infotech provides innovative solutions & products for the government sector. The team's rich technical experience and expertise coupled with profound industry knowledge, furnishes turnkey solutions and consulting services in the areas of Tax & Revenue, Social Services, Justice & Safety, Defense, Land & Water Resources and Public Administration.

Quality

Efficiency

Lower cost

Domain Experience

- Tax and Revenue
- Social Services
- Justice and Safety
- Land Information and Water resources
- Public Administration
- Defence

Product Solutions

- TAX MANTRA™
- Ground Water Information System (**GWIS**)

Service Offerings

- Requirements study and analysis
- Architecting solutions
- Application to application integration
- Application to legacy integration
- System Integration
- IT Consultancy
- Re-engineering

Technology Offerings

- Client/ Server & Object Oriented Solutions
- N-tier architecture
- Decision Support Systems
- E-Business & Internet Technology
- GIS (Geographic Information System)
- Imaging and Workflow Solutions

Support Services

- 24 x 7 support
- Helpdesk services

Technology Solutions for Government Enterprises

Tata Infotech's longstanding in-depth understanding of various government domains empowers facilitation of turnkey solutions & consulting services, to diverse Government entities.

Tata Infotech has successfully implemented leading technology-based **Tax & Revenue solutions** at numerous Government agencies in USA and India. It has developed a highly configurable components-based Integrated **TAX MANTRA™**, which can be easily configured to the needs of the City, County and State tax agencies.

Tata Infotech has also provided **Social Services solutions** to Governments in the areas of Child Welfare, Public Assistance, and Child Support Enforcement by automating Intake Management (Assessment and Investigation), Case Management, Resource Management, Eligibility Determination and Administration.

In the area of **Justice and Safety**, Tata Infotech has provided IT services for Public Safety, Law Enforcement, and Courts and Corrections. The solutions have provided for Criminal/Civil Case Management that involved Case Registration, Case Scheduling in different courts, Case Tracking, and Financial Accounting and Disbursements. Tata Infotech has successfully upgraded the Criminal Justice Information System (CJIS) including modules District Attorney Victim Witness, Juvenile, Pre-trial, Public Defender and Adult Probation for a County in USA.

Tata Infotech has developed creative and customised **Public Administration** solutions for several Government departments including Utilities, Motor Vehicles, Voter Registration, Education and Health and is currently developing e-Retirement System for a State in USA.

In the field of **Land Information and Water Resources Management** Tata Infotech has developed successful applications like Ground Water Information System (**GWIS**), a Geographic Information System (**GIS**) based product. It has also developed an application in the area of Land Information, which performs Land Administration, Utilisation, Inventory Management and Estate Valuation.

Tata Infotech has provided cutting edge technology solutions to the Indian Defence Forces for their diverse needs. It has developed a large Inventory Management System for the Ordnance Division of the Indian Army, an application strengthening the communication network for the Indian Navy and a Flight Data Simulation application for the Indian Air Force.

Products

TAX MANTRA™ is a component-based integrated solution for processing taxes and licenses. It helps Tax, Revenue and Labor Agencies increase tax compliance, provide timely and accurate information to taxpayers, and promptly process returns and refunds. It provides a framework to add and configure functional components in an easy and defined way to suit the specific needs of an agency. **TAX MANTRA's** n-tier object-oriented architecture gives it the flexibility of scaling from a small solution to an enterprise-wide solution. The functional components, implemented through the layered approach, are designed to serve the increasing demands of tomorrow.

GWIS is a comprehensive, easily accessible and user friendly Ground Water Software covering all aspects of Hydrological cycle including Ground water, Surface Water and climatic measurements in terms of quantity and quality. It performs Well Data Maintenance, Rainfall Analysis, Ground Water Assessment, Water Quality Assessment, Thematic Maps, Contours Elevation Modeling and Well Inventory Maintenance. It is a client/server application to facilitate data entry, updating, validation, processing and dissemination of periodic and annual reports, developed in technical consultation with the Department of Civil Engineering, IIT Delhi, one of the premier technical and research institutes of India.

Case Studies

Revenue Department for a city in USA

The City's Finance Division has five sub divisions, and each provides a unique service to the City and its citizens. The Revenue Department was faced with a challenge of reengineering their current tax system into a client-server application. Tata Infotech designed the Integrated Self-Assessed Tax System (ISAT), an on-line, multi-user and multi-tax, centrally managed tax administration system for self-assessed taxes. ISAT has been developed to enable seamless integration with peripheral technologies (e.g. Remittance Processing, EFT, Imaging etc.) anticipated for future development.

Increased Revenue collection by city
Reduced manual effort

The Tax & License Division of a city in USA

The client was looking for a solution, for meeting the requirements of Business License & Privilege Tax Software System and replace the City's current Audit and License (AUDLIC) System. Tata Infotech developed e-Tax Services as a solution for Internet filing of license and tax forms. TaxMantra™ with features like Taxpayer Registration, Payment Processing, Taxpayer Accounting, Case Management, Correspondence and others has been customised and configured to meet the City's Business License and Privilege Tax Software System requirements. The system handles complex sales tax and auditing requirements and processes more than 50 different types of licenses.

Reduced processing costs
Increase in revenue collections

e-Retirement System

A Retirement Board in the US, furnishing retirement, disability and survivor benefits to 130,000 members, required a more efficient system to replace the existing legacy system. Tata Infotech provided a web enabled Integrated Information Management System, with better security measures and backup facilities. The EDI interface of the application enables efficient data collection, tracking of service requests & correspondence via email/ fax etc. The activity-tracking log ensures implementation of streamlined processes, which improve efficiency & avoid unnecessary duplication of work.

Improved Processes
Cost effective quality service

State Land Integrated Management System

The Project was carried out for the Ministry of a Local Government in South Africa for computerization of land management functions. The existing system was identified to have both operational and major functional problems, which rendered it ineffective in fully supporting the state land administration process. . Tata Infotech designed the State Land Integrated Management System (SLIMS) solution, based on open-system based architecture and acceptable products, standards and technology. The provided a user-friendly interface, data integrity, faster data processing, quicker response to queries & ability to visualise and analyze the data through GIS module.

Cost Effective better decision making
Improved land resource management

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