

# eGovernment SERVICES

## Business Transformation – Ministry of Economy and Commerce

### BUSINESS OBJECTIVES

- Increase Services Recipients Satisfaction
- Increase number of business establishments in state of Qatar
- Raise the State of Qatar Rank in the World Bank Report “Doing Business”
- Deliver Effective and Efficient Services
- Enforce legislations and regulations
- Connect government agencies to ensure data consistency and integrity across the board
- Raise employees productivity
- Provide mechanisms for monitoring the business and continuous improvement

### malomatia’s ROLE

- Redesign business processes to improve efficiency and effectiveness
- Develop federated database to unify data inherited from multiple data sources
- Perform data migration and cleansing activities for the legacy data
- Develop integration points with internal and external systems
- Develop data sharing gateway for bulk data
- Develop e-services platform with multiple access (online, mobile app, walk-in, and back-office)
- Train business users and transfer technical knowledge

### RESULTS ACHIEVED

- International award for the mobile app
- Radically decreased services delivery time
- Improve fees collection for both MEC and Qatar Chamber of Commerce
- Reduced entrepreneurs and representatives encounters
- Streamline processes across participants agencies
- Build commercial establishments “Golden Record”

