

malomatia

excel with IT

GOVERNMENT 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”