

NOSI RESHAPING THE SOCIAL INSURANCE SERVICES IN EGYPT

Project Overview

Industry:
Government

Country:
Egypt

Service:
Portal Development

Website:
www.nosi.gov.eg



About ASSET

ASSET Technology Group is a leading company in the field of information technology, automation and digital solutions, with more than 29 years of experience since its establishment in 1991.

ASSET covers various sectors in the Middle East and North Africa through a series of regional branches in Saudi Arabia and the United Arab Emirates, in addition to an integrated development and technical support center based in Egypt.



Customer Overview

The National Authority for Social Insurance (NOSI).

NOSI manages the social insurance system in Egypt.

NOSI is specialized in providing all social insurance services to the insured, pensioners and their beneficiaries, in particular.

NOSI provides social protection for the workforce in Egypt by insuring them under the umbrella of social insurance.

Challenges

- Manual services and interactions in NOSI offices creates congestion and adds extra burden on public users and NOSI officers which affects the quality of services provided.
- Weak online presence reduces the ability of NOSI to reach its customers, spread awareness about their services and further support the community.

Results

NOSI main portal has improved interactions of customers done through the intuitive navigation of the portal, the portal has enhanced the visibility of NOSI services and experience to customers digitally.

NOSI implemented portal supports multiple services including query services, service requests and e-payment services. In addition, NOSI mobile app has empowered easier access to different portal services to serve customers on the go. Performance and reporting capabilities helped NOSI generate different types of reports that supports measurement of their services efficiency and reach to stakeholders.

Solution Overview

NOSI Reshaping the Social Insurance Services in Egypt

ASSET solution has been tailored to meet NOSI needs to further grow their services capacity and reach through efficient digital channels that serves all Egyptian citizens.

NOSI Portal: NOSI main portal has been developed and built over SharePoint 2016. The portal delivered the various modules needed by NOSI such as: Users Management and Content Management Modules, in addition to portal front end modules: News, Articles, Social Insurance Library, Search and General Services. The portal comprises of registration and verification profiling of three user types (Individuals, Private Sector Organizations, and Public Sector Organizations) to present different business interactions done through the portal by different user roles.

Services: The solution includes the implementation of 30 services with full documentation & description to users utilized by individuals and organizations in relation with NOSI.

Mobile Application: A mobile application was developed for NOSI to enable access of services to customers through their mobiles via a simple, intuitive user interface.

NOSI MAIN PORTAL

E-PAYMENT SERVICES

QUERYING AND REQUEST SERVICES

DOCUMENTUM ARCHIVING

MOBILE APPLICATION