

Industry: Government \_\_\_\_\_ Customer: Egypt

## About Egyptian Government

The Egyptian Government has been on a remarkable journey of transformation, making headways across social, economic, and developmental fronts. With a vision to create a brighter future for its citizens, the government has been driving significant progress in various sectors.

By prioritizing digital transformation, infrastructure development, and better public services, the government has successfully launched key initiatives that have reshaped the country and improved the lives of millions of Egyptians.

# Reshaping Government Interactions

*A More Citizen-Centric Service Delivery*

Success Story | **Customer: Egyptian Government**

## Opentext Platinum Partner

ASSET is an OpenText Platinum Services Reseller Partner, one of the very few Platinum Partners to OpenText around the world and specifically in the Middle East. We continue to deliver a competitive portfolio of solutions and services through a series of leading, cutting-edge technology solutions.

ASSET's

# Technology and Services Overview:

ARROW Correspondence Management System

Opentext xECM

Opentext AppWorks

ASSET Document Capturing Solution

ARROW Link

Data Center ECM Installation, Services and Implementation

Batch Import Application for Ministry Document Backlog

ECM Implementation for Unified Document Catalog

## Main Challenges

### High Security Risks:

Reliance on paper-based processes left critical information vulnerable, with significant risks related to data breaches and unauthorized access.

### Operational Inefficiency

Lengthy in-office wait times and extended processing durations for routine tasks resulted in services delivery inefficiencies.

### Rising Costs:

The dependency on physical document storage leads to growing expenses, including the cost of maintaining storage facilities, purchasing file cabinets, and ongoing paper supplies.

### Limited Data Insights

Scattered, duplicate information within the current processes made it difficult to generate reliable insights, holding back the ability to make better informed decisions and effectively address social concerns.

### Outdated Processes

Paper-based operations within ministries del their ability to scale, manage complexity, and meet the required security demands of the digital age.

### Compliance and Risk Management

The present business processes struggled to meet modern regulatory compliance standards and effectively manage risks.

## The Call for Change

The Egyptian Government stands at the tip of a revolutionary transformation, driven by an asprting vision to reshape the public sector into a catalyst for enhanced citizen services. This forward-thinking vision aims to redefine the relationship between the state and its citizens, fostering a more responsive, efficient, and accessible government ecosystem implemented to serve all ministries and government entities in the new Egyptian Capital.

**The COVID-19 Stimulus:** The global pandemic in 2020 has served as a powerful accelerator for this transformation plan to take place and has highlighted the critical need to:

- Transform all interactions with ministries from physical to digital, supported by the Egyptian Government.
- Swiftly implement secure, scalable digital platforms for service delivery.
- Rapidly upskill public sector employees in digital technologies and remote work practices
- Quickly adapt existing services for online delivery, ensuring continuity of government functions during crises.
- Develop new, innovative services tailored to address emerging citizen needs in a post-pandemic world.



## Egypt's Vision:

# Clearly Defined and Focused

### Citizen-Centric Service Delivery

- Streamline access to governmental services, making them more user-friendly and readily available.
- Implement digital solutions that allow citizens to engage with government services 24/7, from the comfort of their homes or on-the-go.
- Personalize service experiences to meet diverse citizen needs and preferences.

### Operational Efficiency and Cost Reduction

- Leverage cutting-edge technologies to automate routine tasks and streamline workflows.
- Optimize resource allocation to reduce unnecessary expenditures while maintaining high-quality service delivery.
- Implement data-driven decision-making processes to enhance operational efficiency across all governmental entities.

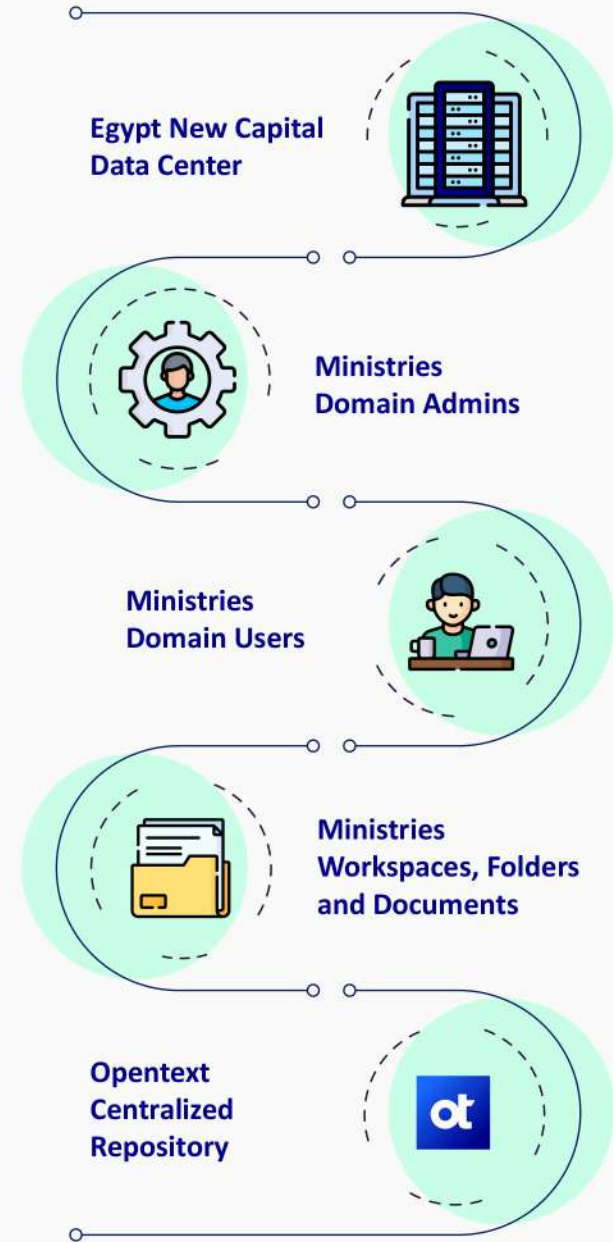
### Fostering Innovation in Governance

- Create innovation hubs within various government entities to continuously improve service delivery methods.



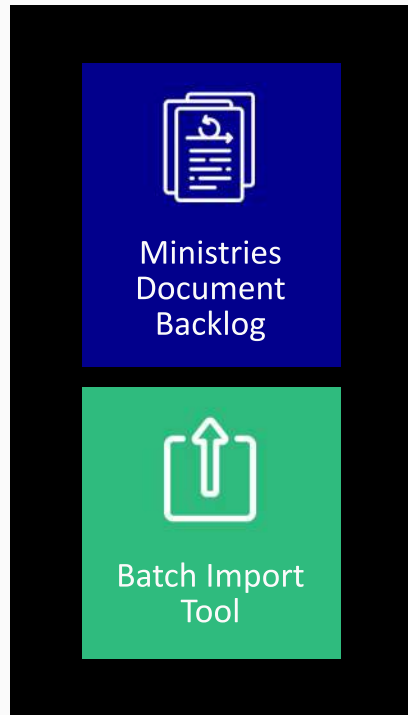
## Key Solution Highlights

- Installation, configuration, and ongoing support for Egyptian Government Data Center.
- Development of a unified governmental document management catalog, encompassing **over 100 document types**.
- Complete implementation and customization of the **physical records management** module.
- Deployment of **ARROW Correspondence Management System**, featuring standardized and unified correspondence templates.
- Creation of a **batch import solution** for the migration of digitized documents from all ministries (backlog) into **Opentext centralized repository**.
- Migration of the **Ministry of Communications and Information Technology (MCIT)** from Smart Village Data Center to Egypt New Capital Data Center.
- Establishment of **ARROW Link** for external communication and correspondence between ministries.
- Development of a **Digital Signature** feature on top of ARROW, which successfully passed all **security validations by the Egyptian government** and set a new standard for digital document authenticity and security

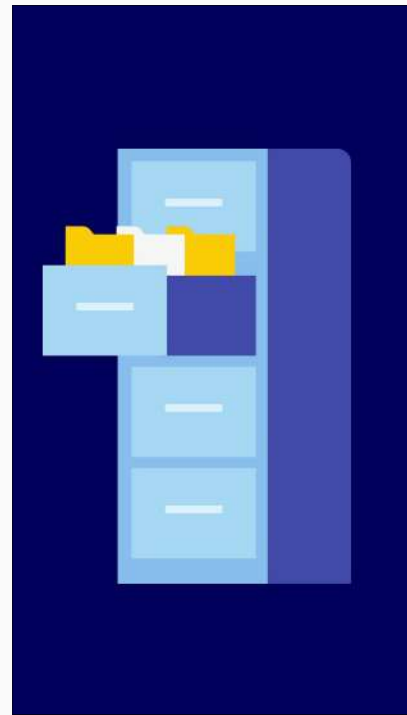


# OPENTEXT – A SINGLE SOFTWARE PLATFORM

## ASSET Batch Import Solution



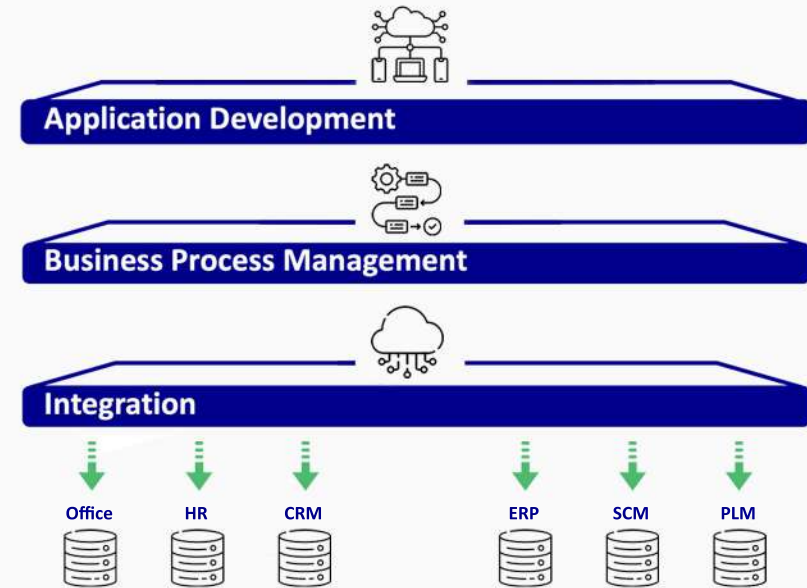
## Physical Records Management



## Correspondence Management



## Opentext AppWorks



## OPENTEXT CONTENT SUITE (xECM)

Capturing

Authentication

Security and User Management

Archiving

Search

Records Management

Reports and Audit Trails

Collaborations

Workflow

Solution Impact:

## Insights Through Numbers

**10  
Million+**

Documents Captured

**70  
TB+**

Documents Stored

**150K+**

Correspondence

**3000+**

Users



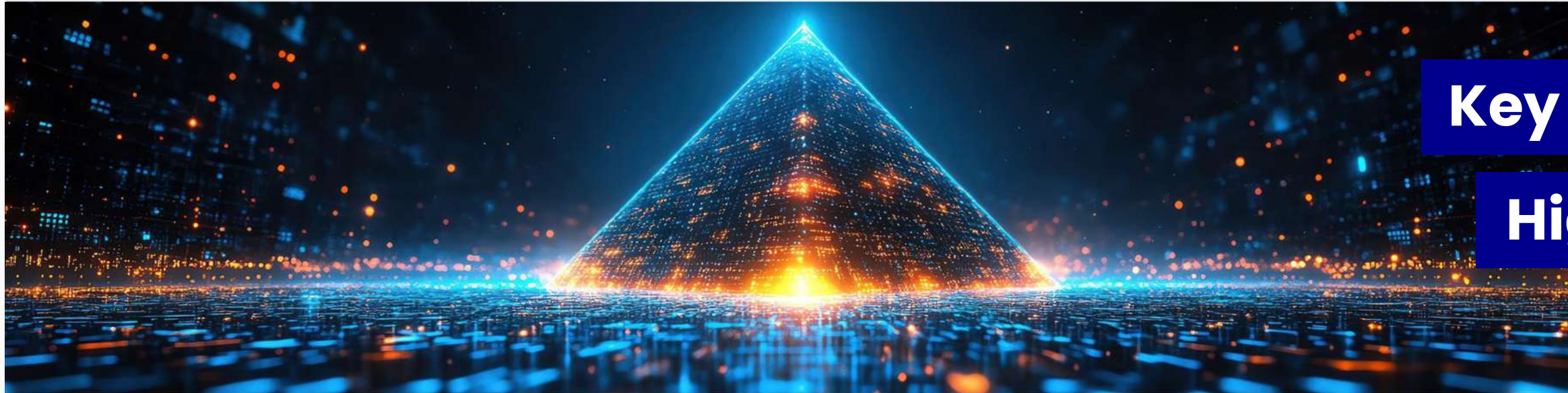
*OpenText solutions—delivered by ASSET—  
will play a key role in Egypt’s e-government transformation. We look  
forward to continuing our collaboration to enhance services for citizens  
and businesses across the country*

**Dr. Mahmoud Osman**

CTO

Egypt Ministry of Communications and Information Technology





## Key Success

## Highlights

### Centralized Data Management:

o **Single Repository:** Implemented a single repository for all information and data, ensuring a single point of truth. This led to increased citizen satisfaction through integrated and efficient services, reduced operational costs, and optimized resources utilization.

o **Digital Transformation:** Digitized and centralized government documents in OpenText CS, providing a unified repository and eliminating the reliance on paper circulation.

### Operational Efficiency:

o **Simplified Processes:** Streamlined and automated operations for individuals and businesses, resulting in more efficient service delivery.

o **Task Management:** Introduced a task management module to oversee employee tasks, track progress, and manage deadlines effectively.

### Enhanced Reporting and Decision-Making:

o **Advanced Reporting:** Deployed advanced reporting tools, dashboards, and audit trails to support decision-making and provide insights into society issues.

o **Performance Insights:** Utilized performance and progress reports to improve individual and institutional performance, facilitating ongoing adaptation to technological advancements.

### Improved Quality of Life:

o **Better Citizen Services:** Enhanced the quality of life by improving a range of electronic services through both digital and non-digital channels.

### Standardization and Accuracy:

o **Unified Correspondence:** Standardized correspondence templates across government entities to reduce human errors and ensure accurate data entry.

### Security and Compliance:

o **Eliminated Security Risks:** Addressed security risks associated with paper-based processes, enhancing overall data security within ministries.

o **Regulatory Compliance:** Restructured and organized physical document storage by linking physical documents with digital records, ensuring compliance with regulatory standards.

### E-Government Advancement:

o **Promoting Transparency:** Advanced e-government initiatives to foster transparency, accountability, and effective control of government operations.



# ASSET Celebrates Egypt's Transformative Achievements

AN EPIC JOURNEY THAT INSPIRES THE ENTIRE PUBLIC SECTOR TO JOIN

The successful transformation driven by the Egyptian Government with ASSET has set a compelling example in the space of public service excellence. By embracing a unified digital strategy, the Egyptian Government not only elevates the quality of life for its citizens but also established itself as a leader in innovative, citizen-centric governance.

This story is more than just a testament to effective transformation with ASSET, but it serves as a call to action for other public sector entities. The proven benefits of enhanced service delivery, operational efficiency, and improved citizen engagement showcased in this initiative provide a powerful blueprint. It's a complete reimagining of how a modern city operates, setting new standards for urban management efficiency.

We continuously encourage public sector organizations to consider efficient digital transformation efforts, leveraging the insights and achievements demonstrated. By adopting digital innovation, they too can achieve remarkable improvements in their services and set new standards of excellence in public sector operations.

This is an opportunity for public sector leaders to be inspired by the transformative journey undertaken and to envision how digital innovation can drive their own organizations towards greater success and efficiency.

**IMPROVED  
RESULTS =**

**Streamlined  
Systems**

**+**

**Integrated  
Workflows**

**Multitenant Architecture:**

Unified platform for all governmental entities, reducing extra costs and improving collaboration across ministries and departments.

**Streamlined Structure:**

Competent workflows for better service delivery and governance.

**Multi-Domain Integration:**

Seamless data flow across different entities supporting better, informed decision-making.





## THE ROAD TO DIGITAL EXCELLENCE STARTS WITH A SIMPLE CHAT.

Talk to our ASSET consultants today and discover how we can tailor solutions to tackle your unique challenges and goals

[www.asset-technology.com](http://www.asset-technology.com)

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