



ServicePlus

A metadata based eService Delivery Framework



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ServicePlus – A metadata based eService Delivery Framework

CONFIGURABLE UNIFIED FRAMEWORK

for service delivery and grievance redressal



FACILITATES RAPID ROLLOUT

of any service, any time by any level of government



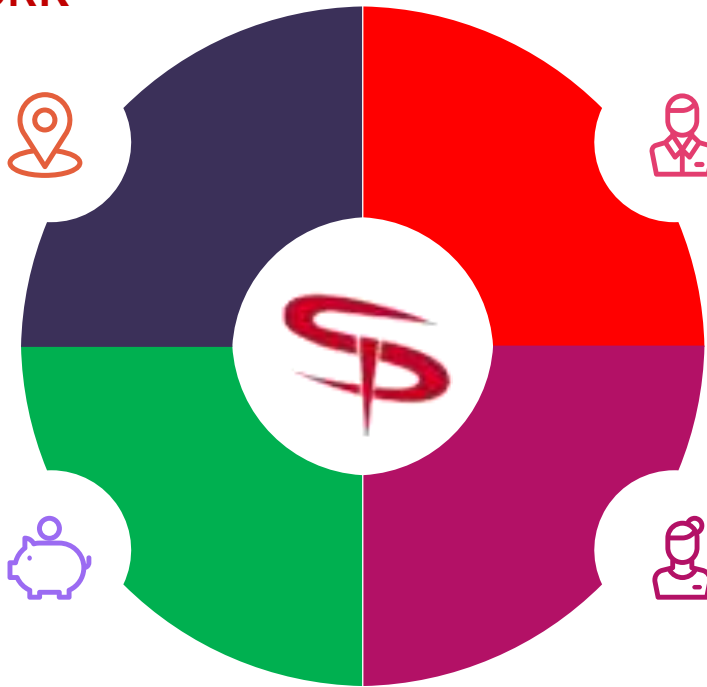
LOW CODE/NO CODE PLATFORM

with powerful in-built tools / interfaces for designing, configuring and executing service delivery



FACILITATES SINGLE PLATFORM

across the lifecycle of any service

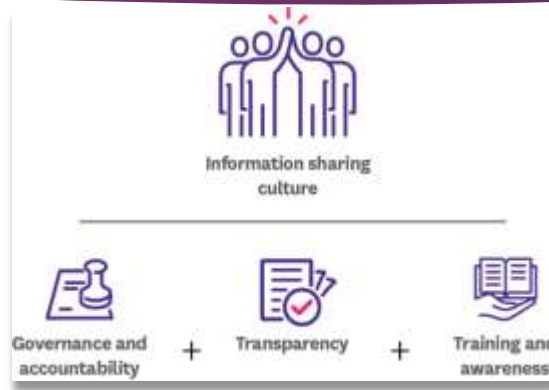




Objective - Universal Access to Service



Single Window platform
for submission &
tracking



Real time transparent
information sharing
mechanism
Faster G2C and G2G
communication



Hassle free & Time bound
service delivery
Accountability & Quick
Resolution

Anytime Anywhere
24*7 Access

100%

Driven through configurable, metadata
based, low code - no code platform



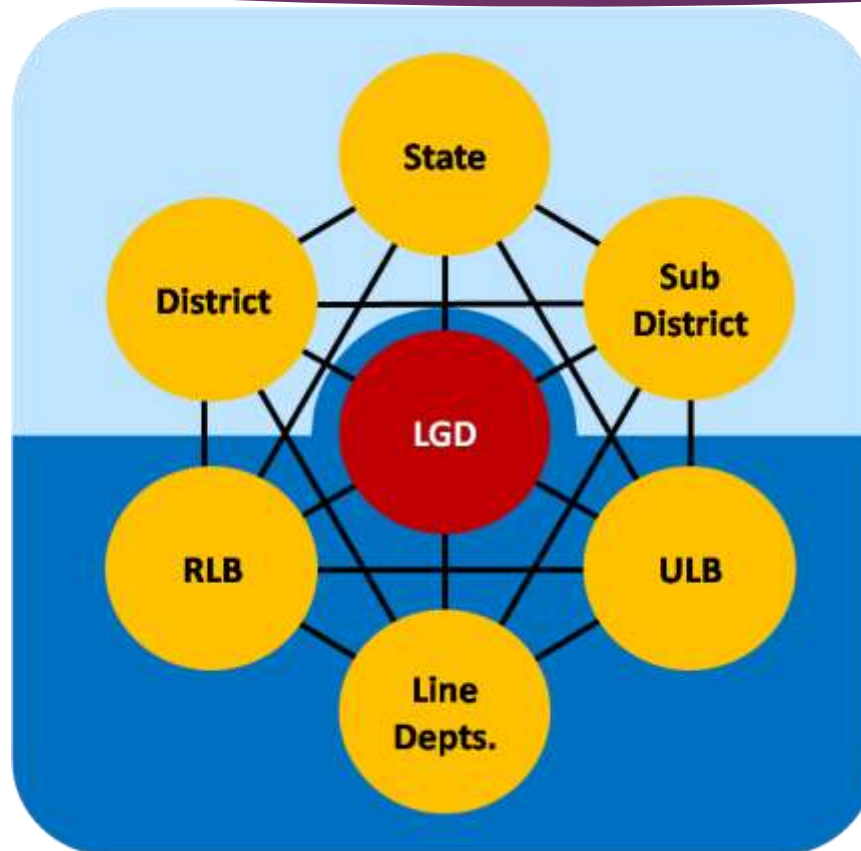
Unique ID for all Government offices & Entities

ORGANISATION STRUCTURE

Facility to hold complete structure of any Department/Organisation

DESIGNATIONS

Captures designations exist in any department/organisation

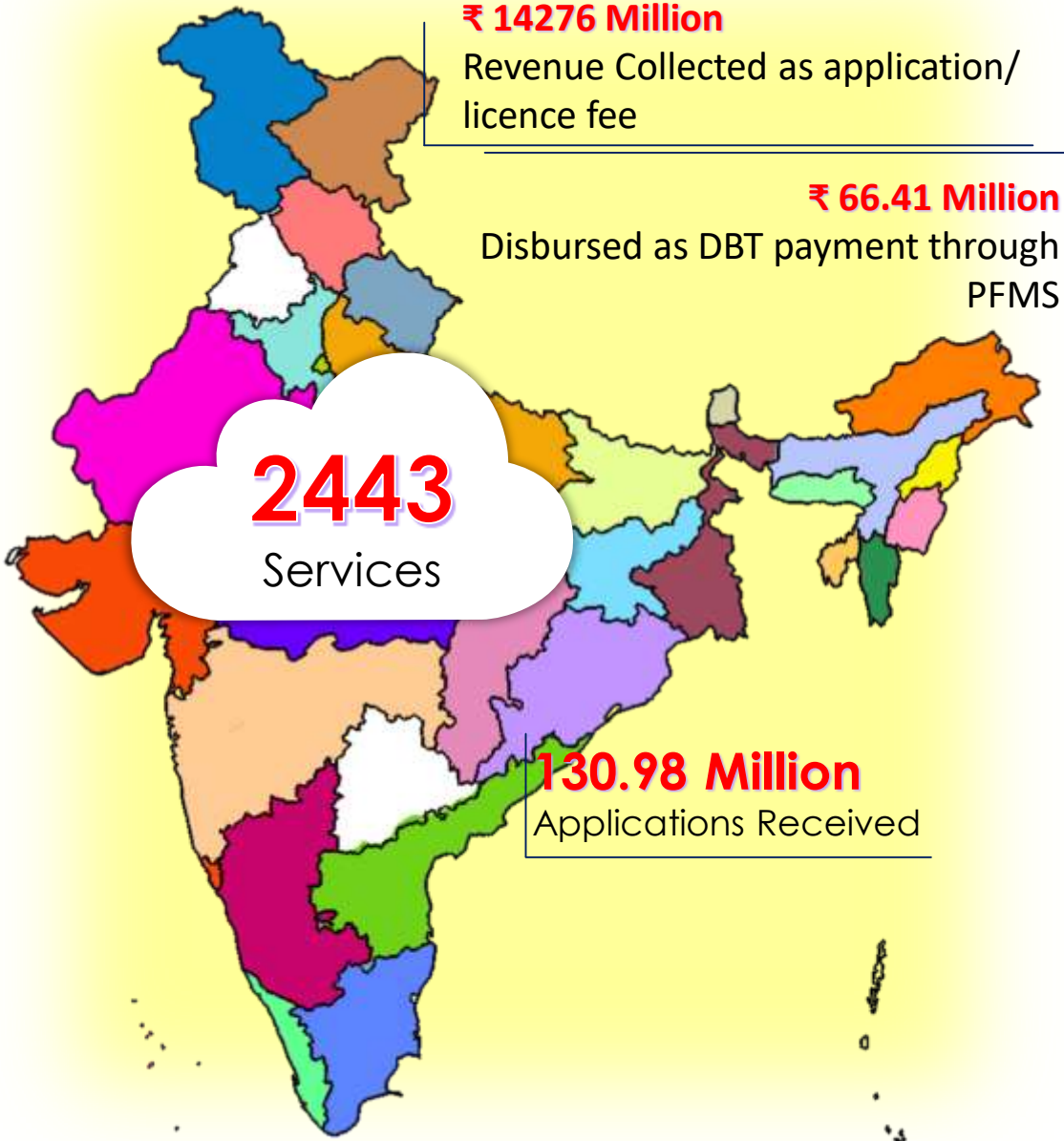


HIERARCHY

Facility to define the hierarchical setup of any Department/Organisation

INTER-DEPARTMENTAL MAPPINGS

Mapping between departments based on area of jurisdiction

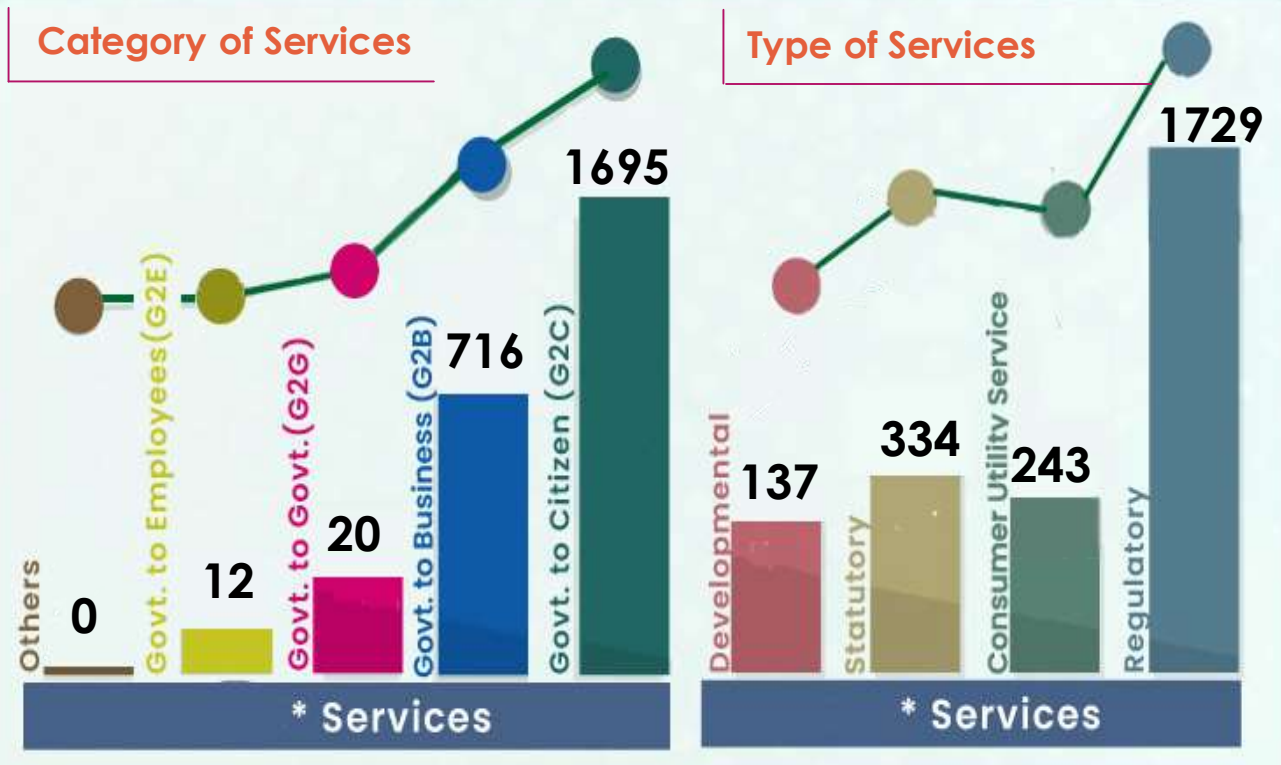


Implementation Status

33
States on Board

16
Central Departments

Using **ServicePlus** under different Brand names





Types of Implementation

- ▶ **END TO END DIGITISED SERVICES**– Application submission, Processing and Delivery through ServicePlus.
For Applicant : from Submission to Service Delivery through ServicePlus
- ▶ **CUTTING EDGE SERVICES** – ServicePlus at frontend. Processing at external System. Configurable asynchronous web-services to capture the flow/status and other details of the submitted application.
For Applicant: Submission to Service Delivery through ServicePlus.
- ▶ **BACKEND SERVICES**– External system at frontend. Processing at ServicePlus. Configurable synchronous web-service to push the flow/status and other details with External System.
For Applicant: Submission to Service Delivery through External System
- ▶ **EXTERNAL SYSTEM INTEGRATION**- End-to-End service configuration at ServicePlus. Applicant's interfaces shared dynamically to external system. Status and other details are shared with external system.
For Applicant: Submission to Service Delivery through External System



Types of Implementation

SARAL HARYANA

- 500+ Services Implemented through End to End digitization, Cutting Edge & Backend Service Types

SEVASINDHU KARNATAKA

- 700+ Services Implemented through end to end Digitization & Backend Service Types

(RTPS- EODB) ASSAM

- 350+ Services Implemented through End to End digitization & ServicePlus itself as External System.

GUJARAT

- ServicePlus Implemented through End to End digitization & External System Integration



State Portal Integrations

KERALA

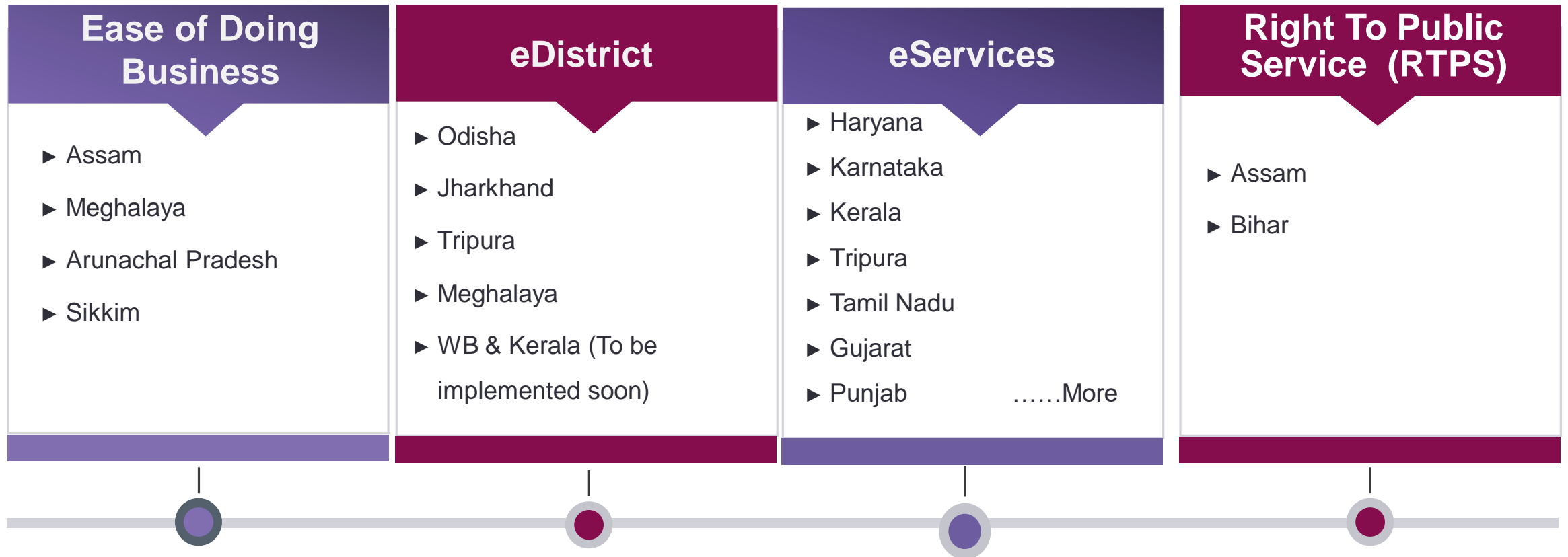
- Integrated with **SEVANAM** – a portal for consolidated listing of all services of the state.
- Sevanam Portal and ServicePlus Services are connected through JanParichay SSO

ODISHA

- **OdishaOne** a single platform to list all services of Odisha.
- OdishaOne Portal and ServicePlus Services are connected through JanParichay SSO.

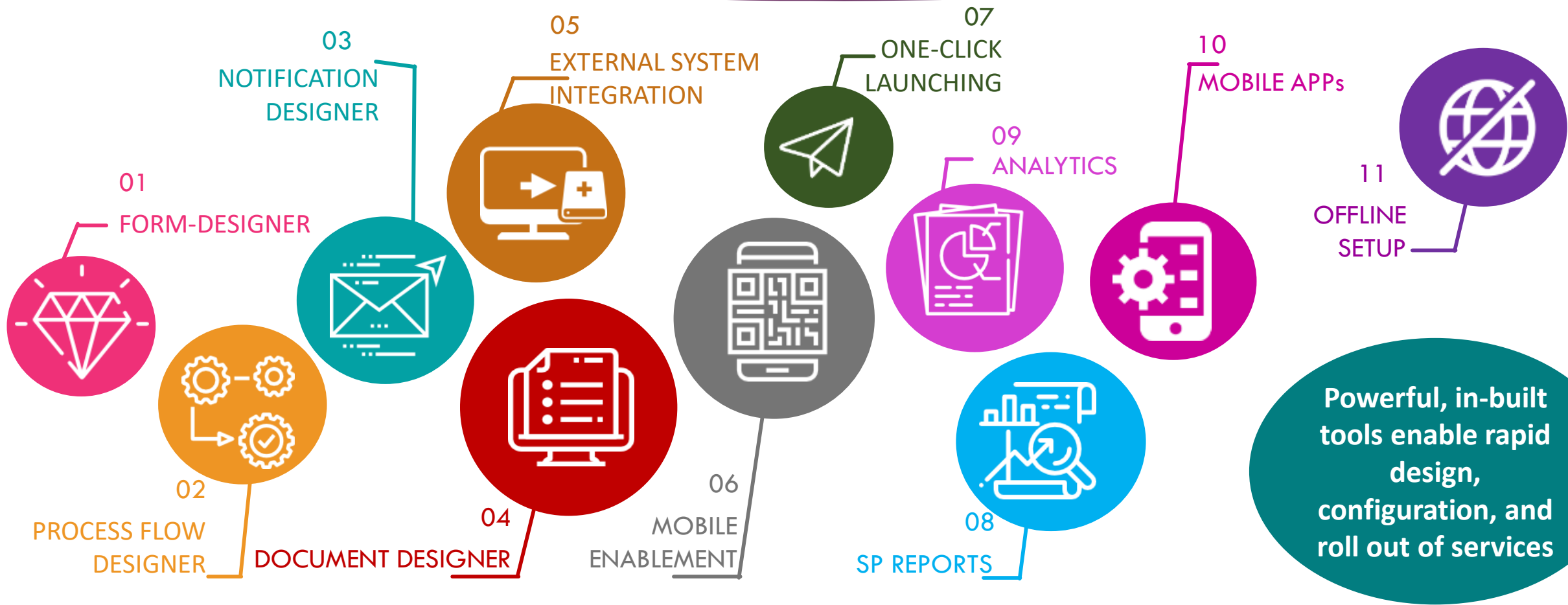


Range of Projects handled





Core Components



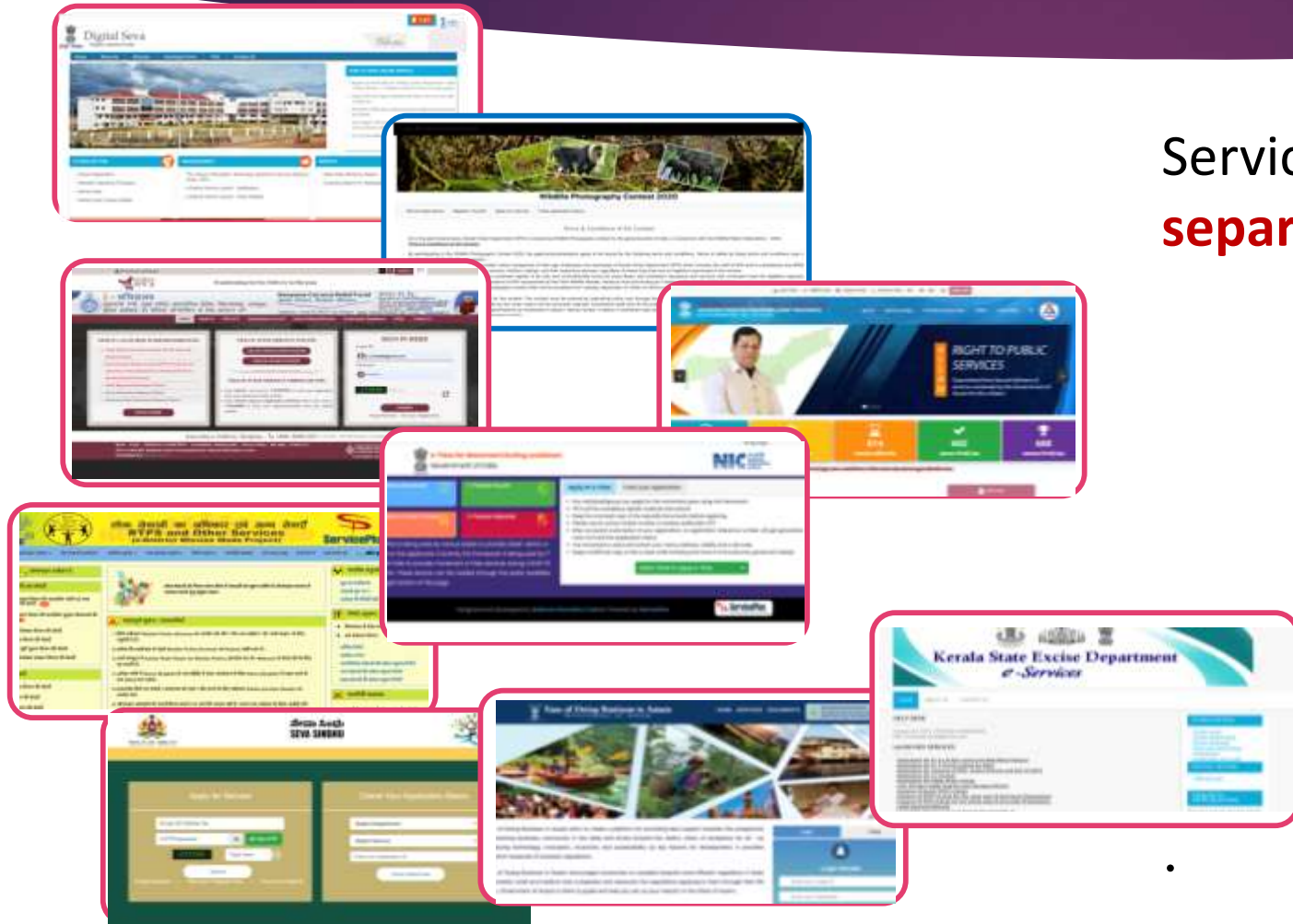


Key Features

- ▶ Configurable forms - **Drag-Drop-Deploy**
- ▶ **Multi-lingual** and intuitive interfaces.
- ▶ **Inbuilt integrations** with many external system like PFMS, Aadhaar, eSign, DigiLocker, UMANG, Payment Gateways, RAS and so on.....
- ▶ Configurable **Application Processing modules** like FIFO, Bulk processing, Bunching, Prioritising etc.
- ▶ Dynamic **Process Flow generation tool** – Supports Merging /Forking of application flow.
- ▶ Allows **Tenancy Extension** through MVEL/Java Scripts.
- ▶ Configurable **S.S.O** solutions like **JanParichay**.
- ▶ Exclusive module for **Reports generation**.
- ▶ **Application Tracking** through API / Interface
- ▶ Offers **Multi-tenancy** – Ability to hold URLs for Individual Service or Group of Services



Offers Unique Identity



ServicePlus can be configured to **generate separate pages for**

- each **Service**,
- for a **Department**, or
- for the entire **State**



Recognition & Accomplishments



Won GOLD in **Digital India Awards 2020** for Exemplary Product



Winner of WSIS 2021
Category of ICT Applications: Benefits
in all aspects of life : e-Business



THANK YOU
