

CIO Review

The Navigator for Enterprise Solutions

PUBLIC SECTOR TECHNOLOGY SPECIAL

JULY - 2014

CIOREVIEW.COM

20 Most Promising Tech Solution Providers for Public Sector

A well-informed need for transparency in the digital era is driving waves of change in the Public Sector. This call for efficient processes and resource utilization amidst poor communication, budgetary limitations and resource management issues that is still prevalent in the sector. The real question in every CIO's mind is how to efficiently manage the resources while maintaining compliance in all areas?

One of the biggest obstacles in resource management is the ability to see through the entire resource pool—while dealing with various capabilities, skills and locations. Overcoming these impediments require right tools, that can plan and schedule recourses efficiently. There remains an acute need to reduce the overall cost of providing government services while remaining responsive to citizen expectations. Amidst all these concerns, CIOs are also forced to choose between maintaining current operations or transforming government services with fully digitalized business models. “The need to manage risk while taking steps to fix broken models with new digital innovations is equally important,” notes a recent Gartner report. This is compelling CIOs to build the case to invest in digital capabilities by recapitalizing stressed IT budgets and

optimizing technology portfolios to provide unwavering operations at a lower cost.

Besides the solutions that are available at CIO's disposal, several senior public sector managers are feeling that the level of consulting in the space has come down over the last few years. This is calling for a greater private sector involvement in the future, which will create a golden opportunity for both the consulting space and the CIOs to reinvent themselves and work hand-in-hand for the greater good of the industry. To help them accomplish these objectives, CIO Review presents “Most Promising Tech Solution and Consulting Providers for Public Sector.”

A distinguished panel comprising of CEOs, CIOs, CMOs, VCs, analysts and CIO Review editorial board has selected the listed top Public Sector Tech Solution and Consulting Providers from over thousand companies. The companies featured here provide a look into how their solutions work in the real world, so that you can gain a comprehensive understanding of what technologies are available, which are right for you, and how they shape up against the competition.

We present to you CIO Review's “Most Promising Tech Solution and Consulting Providers for Public Sector”



Company:
Imex Systems

Discription:
IMEX systems provide advanced citizen service delivery systems and manages business processes for governments efficiently and effectively reduces costs

Key Person:
Damodar Arapakota,
President & CEO

Website:
www.imexsystems.com

IMEX Systems Driving Next Generation of Smart Governments and Smart Cities

Seamless conveyance of information and efficient delivery of services has always been a challenge for government organizations of any size due to their complexity and multi-channel nature. Though e-Government and electronic services delivery can be a game changer in this regard, due to the costs involved, many of the government agencies have not been able to take advantage of these systems. Imex, a company that specializes in offering solutions and services to government agencies, has taken on this challenge and created an e-government platform that is elegant, user friendly, easy to implement, and highly cost effective. “By providing anytime, anywhere, any channel, any device convenience for citizens to access government services and information, and enabling government staff to reciprocate efficiently and reliably, Imex has created the platform from which Smart Governments can evolve,” says Damodar Arapakota, President and CEO, Imex Systems.

Imex turns a number of departmental systems within a government into a single enterprise system for end-to-end service delivery, allowing for a better understanding of the citizen’s interaction with the government. Business and Management Consulting services, Payment Systems, and Cloud solutions are the main offerings of the firm. Imex’s Business and Management Consulting services help sharpen business focus and setup effective business processes and identify effective technology solutions to fulfill business goals. The company’s payment systems help governments to better manage their revenue using a variety of payment methods and technologies—from traditional cash transactions to cutting edge mobile payments. Finally, the company’s on-premise and cloud solutions help every Government from a small township to a large federal government, whether it is an advanced economy or an emerging one, to better manage their data.

Imex’s products and services are built on a single integrated customer service delivery platform—iGov, which helps to optimize and automate internal business processes to provide services through multiple channels such as web,



Damodar Arapakota

mobile, contact center, in-person, IVR or Kiosk systems. Many governments have developed silos due to haphazard reactions to citizens’ demand, and need to face the reality that internal communication and streamlining processes between departments and services is the first step toward a truly “smart” approach. Once this ideology takes hold, iGov is an effective vehicle of transformation, allowing for the integration of disparate departmental systems, people and processes, and create a single point of interaction for the public.

“
We Integrate people, process, and technology to provide a citizen centric and efficient service”

“Any forward thinking government trying to improve the way they deliver public services is a prime candidate for our smart government solutions,” says Damodar. The company distinguish themselves from the rest by eliminating integration challenges and creating solutions that are scalable for future growth and expansion. The citizen centric pre-built integrated service delivery platform that can be configured for any size, services, and channels, enhances user experience for the citizens, while improving internal operational efficiency for the government. Also with its mobile’s inherent multi-channel nature, Imex is able to integrate iGov with various telecom providers and mobile wallets, providing a true mobile Government.

Going forward, with offices in Canada, U.S., and the Middle East, Imex aims to be recognized as a global player in the industry. “We will continue to refine the iGov platform and focus on cutting edge technologies for smart governments and smart cities to help improve customer service and operating efficiencies,” Damodar concludes. 