

SMARTGOV

It's time to move from this...



To this...



Boxfusion's Smartgov suite delivers the broadest and most mature off-the-shelf software solution devised specifically for the South African government and its unique challenges and requirements.

A South African solution

At Boxfusion we have a proven track record in delivering sustainable, simple and swift solutions across all three spheres of government – National, Provincial and Local – and, thanks to our South African roots, we are on hand to provide ongoing service and support with a deep understanding of your needs.

The Boxfusion Smartgov suite is a robust and rich answer to the unique challenges faced in South African government environments. Since it was launched in 2010, Smartgov has undergone intensive and continuous investment and development. As a result, today it is the broadest and most mature set of off-the-shelf software solutions for government in the country.

We target the administrative processes that cause the most problems and that are the source of recurrent audit issues. These issues include areas such as Supply Chain Management, Leave Management and Document Management. We solve these challenges swiftly and effectively and our solutions can be implemented and deployed within weeks, not months or years.

In addition, we also structure each offering individually, consulting closely with customer organisations. This ensures that we address specific pain points and deliver an integrated suite that provides administrative solutions holistically. Say goodbye to administration nightmares and hello to seamless process management and control.

SMARTGOV

 **boxfusion**
Rocket fuel for government

Modern, efficient, sophisticated,
intelligent.

Are you ready to try something
new?

Transformation through technology and innovation

Technology has revolutionised the world and today Boxfusion has harnessed its power to bring about innovation and change in the South African public sector.

The legacy environment

The world is changing. It is the time of the digital economy and there is relentless pressure on the public sector to do more and achieve more with less. In spite of advancements and updates, old systems are lumbering giants, encumbered by inflexible technology and bureaucracy. In-trays still sit on desks weighed down by piles of paperwork and staff still battle with legacy systems and solutions that have failed to deliver on the promises of consultants.

Out with the old...

Government is paying the price for failed and limited solutions. These solutions are often built on expensive and imported 'best of breed' software and not tailored to the unique demands of the South African public sector. The government suffers as a result, thanks to misaligned expectations, vendor overpromising and complex systems that are not adapted to the realities on the ground. Expensive implementations are often relegated to 'shelfware' after painful and lengthy attempts at implementation.

...In with the new

The government is entitled to cutting-edge solutions that don't require further experimentation, take unnecessary risks or re-use old models that have track records of failure and disappointment.

There is a need to inject some rocket fuel into the public sector's selection of technology, a need for solutions that are built for South Africa and South Africans, by South Africans.

It's time for the public sector to take advantage of tailor-made solutions that come hand-in-hand with efficiency, reliability and ease of use. This wheel doesn't need to be re-invented – it has been crafted and designed to transform the government's processes into seamless solutions that deliver on their promise, every time.

Common issues with new systems

- Inability to adapt to government processes
- Lack of specialised skills to make imported 'best of breed' solutions a success
- Solutions deliver overly complex user experiences
- Problems are exacerbated by employee resistance to change
- Most implementations end in failure

Rocket fuel for government

Boxfusion injects its technology with:

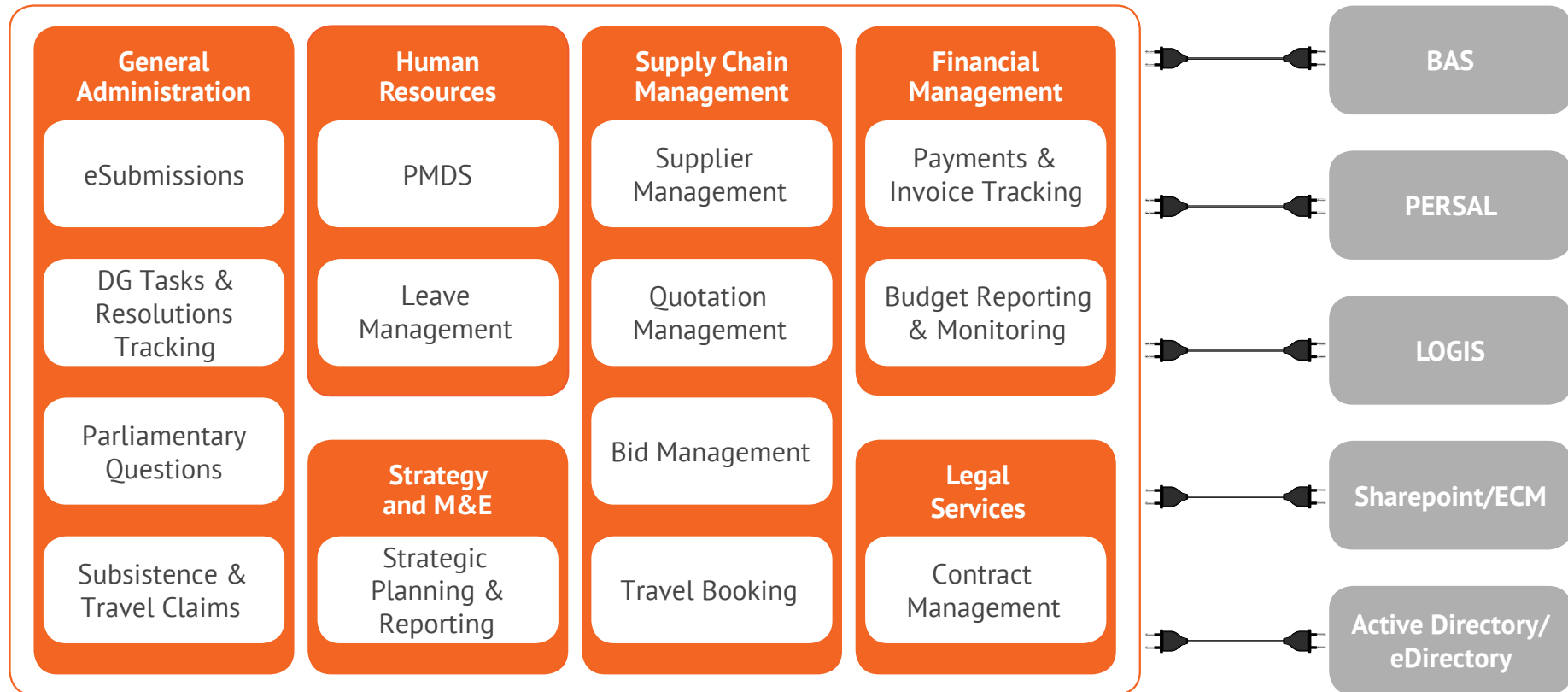
- Reliability
- Locally-driven understanding
- Proven results
- Seamless integration
- In-depth public sector knowledge
- Simplicity and ease of use

The Boxfusion Smartgov package isn't about new and confusing; it's about adding convenience and efficiency to existing processes. Employees don't experience a sudden shock thanks to extreme change; Smartgov's intuitive design makes the new familiar fast and lets employees concentrate on doing their jobs well.

Smartgov solves
your problems
out-of-the-box



The Smartgov Suite at a glance



“A comprehensive platform that addresses common pain points

“Pick & choose modules specific to your most pressing issues

“Integrates with transversal and other systems common in government



Smartgov
gives you
clean
audits

General Administration

eSubmissions

Speed up decision making by digitising your memos (submissions).

- Eliminates the issue of lost submissions and the delays that result from the transportation and dissemination of paper submissions
- Ensures the visibility of submission progress at all times
- Improves financial control through an up-to-date view of all available budgets and integration with the Basic Accounting System (BAS)
- Allows for all supporting documentation to be attached electronically
- Ensures that submissions can be viewed 24/7 through the web application, from any location and at any time
- Allows users to work offline and on the road using the tablet application that works across a variety of mobile devices
- Strengthens security and enforces security classification levels for additional peace of mind and regulatory reliability

DG Tasks & Resolutions Tracking

Sharpen your delivery focus with a systematic tool to register, assign, report and track strategic tasks.

- Registers, assigns and manages all tasks from one central point
- Delivers real-time visibility of progress using progress tracking dashboards
- Automates follow-ups on tasks that are overdue or running late on delivery
- Enables officials to report electronically on the progress of their assigned tasks and to attach a portfolio of evidence to support their work
- Automates the generation of acknowledgement letters and emails in situations where the tasks are in response to stakeholder communications
- Links related tasks and inquiries to avoid the duplication of effort and provide visibility of all relevant inquiries
- Provides Branch-level dashboards to allow for Branch Heads to monitor outstanding tasks and thereby improve management and accountability

Parliamentary Questions

Ensure that every new query is responded to within the tight timeframes defined by Parliament.

- Electronically manages the end-to-end processes from registration of the Parliament Questions (PQ) to the final sign-off by the Political Principal
- Monitors the progress of all PQs from a centralised tracking dashboard
- Ensures that the PQs are being actioned within the prescribed timelines through the automation of follow-ups and escalations
- Provides access to detailed audit trails to strengthen accountability in the case of delays
- Simplifies the co-ordination of responses to multi-part questions that require input from a multitude of Branches
- Allows users to attach any supporting documentation and information to their responses (such as a portfolio of evidence)
- Enables convenient searching and retrieval of all historical Parliamentary Questions and their accompanying responses

Subsistence & Travel Claims

Simplify the S&T claims and approval process to drive efficiency and speed.

- Significantly simplifies the submission of S&T claims
- Automatically calculates Allowance and Kilometre claim amounts based on pre-loaded Department of Public Service and Administration (DPSA) and Department of Transport (DoT) tariffs respectively
- Eliminates errors and delays that result from the manual calculation and verification of these claims
- Prevents the submission of claims when budget is not available
- Integrates seamlessly with the Travel Booking module to link expenses to previously approved travel requests
- Co-ordinates the end-to-end process of obtaining the necessary approvals and the capturing of claims into PERSAL in order to speed up the reimbursement of claims

Human Resources

Leave Management

Eliminate one of the most common sources of Audit Findings across government with an automated Leave Management solution that integrates with the Personal and Salary System (PERSAL).

- Prevents officials from applying for leave when insufficient credits are available
- Eliminates challenges around lost leave forms and the financial implications thereof
- Enforces compliance with the DPSA and Departmental Leave Policies, including the enforcement of mandatory documents, the 'Eight Week Rule', credits for special leave types and family responsibility, many of which are currently ignored by PERSAL
- Provides supervisors with the ability to recommend and approve leave, even while out of the office, thereby eliminating approval delays and the subsequent audit findings
- Allows for staff members without access to computers to apply for leave through their mobile phones or kiosks

PMDS

Improve compliance and performance by automating everything from planning, monitoring and review to appraisals for Performance Management and Development System (PMDS).

- Supports the capturing, reviewing and approvals of Work Plans and assessments
- Generates Work Plans in PDF format for easy filing and retrieval
- Makes submission and review of PMDS performance contracts and assessments as painless as possible thereby improving levels of compliance
- Allows for the attachment of a portfolio of evidence that can be used to substantiate reported performance levels
- Automates notifications and letters for Work Plans and assessments that are overdue
- Provides management reports and analysis that strengthens compliance, such as employees without an approved performance contract, or assessments that have not been completed within stipulated time frames
- Exports appraisals to Excel thereby feeding into other processes, such as the calculation of employee bonuses
- Consistently enforces the application of the PMDS policy whilst simultaneously shortening turnaround times

Strategy/M&E

Strategic Planning & Reporting

Take the effort out of compiling and reporting against the Annual Performance Plan (APP) and Operational Plans (OPS Plan) and get an up-to-date and realistic view of progress made by the department against its strategic objectives.

- Aligns with the National Treasury planning framework
- Co-ordinates the compilation of the APP and OPS Plans with automated follow-ups and escalations
- Allows for the Strategic Planning unit to focus on providing strategic guidance and support instead of policing the process
- Enforces strict and timeous reporting based on the department's strategic objectives and in line with reporting cycles
- Requires that a portfolio of evidence be attached to substantiate reported performance thereby eliminating a common source of audit findings
- Reports against achieved targets as per the plans, any deviations and the recovery plans where necessary

Supply Chain Management

Supplier Management

Transform registering suppliers into an automated and simple system, which facilitates compliance with policy and legislative frameworks.

- Automates the supplier registration process
 - Manages supplier commodities and areas of operation
- Automates verification against South African Revenue Services (SARS), Companies and Intellectual Property Commission (CIPC) and the National Treasury's supplier lists
- Aligns with the latest B-BBEE registration and compliance reporting requirements
- Scans and stores all documents that pertain to suppliers, and automatically notifies them when they are nearing the expiry dates for essential documents such as Tax Clearance, BEE certifications and other similar accreditations
- Allows for the black-listing of suppliers that do not deliver or perform to standard
- Enables suppliers to update their information directly through the supplier portal

Quotation Management

Simplify high-volume procurement based on the "Three Quotes System", from the initial request to the issuing of requests for quotations (RFQs), through to evaluation and the final issuing of an order.

- Allows end-users to submit requests and track progress of procurement online 24/7
- Enforces supplier rotation to ensure compliance with SCM policy
- Automatically excludes black-listed, non-compliant suppliers and non-responsive suppliers from RFQs
- Generates and sends out RFQs by email and fax in a completely automated process
- Scans and stores all responses for future reference and full auditability of the process
- Prevents procurement when there is no available budget through integration with BAS
- Speeds up procurement turnaround times to assist line functions in the execution of their mandates
- Enables the analysis of procurement and spending patterns by commodity, supplier, region and functional unit

Bid Management

Get consistent and streamlined management of bid processes while adhering to Supply Chain Management (SCM) regulations.

- Co-ordinates the end-to-end bid process from initiation of procurement, to obtaining all the necessary approvals, finalising the Terms of Reference advertisement, bid evaluation (BEC), bid adjudication (BAC) to the final issuing of a letter of award. The system also allows for conditional award requirements
- Prevents initiation of bid process if funds are not available through integration with BAS
- Enforces compliance to policies and procedures through enforcement of mandatory supporting documentation, and archives documentation for future reference and auditability
- Provides visibility at all times of the Bid Management pipeline, measures progress, and helps identify bottlenecks in the Bid Management process

Travel Booking

Simplify and fast-track trip authorisation and booking processes.

- Captures travel requirements through a simple online form that automatically fills in traveller information and preferences
- Only completes a booking once the availability of budget has been checked and confirmed
- Automatically enforces the specified travel policy, such as travel class or car grouping
- Attaches all of the necessary motivations for supervisors and budget owners to expedite the process of obtaining their required approvals
- Simplifies the process by which users can obtain, revise and accept quotes from the Travel Agent
- Sends notifications to the traveller once the approvals have been completed and the booking made

Financial Management

Payments & Invoice Tracking

Speed up the payments process, increase compliance with National Treasury regulations that necessitates payments to be made within 30 days, and strengthen controls and accountability around all payments in the system.

- Scans and uploads invoices and supporting documents to ensure a completely electronic payments process
- Automates the Invoice to Order matching, the verification of budget availability and the verification of invoice amounts as a standard part of the invoice acceptance process
- Minimises the errors that arise from the recapture of order and invoice related information
- Enforces the end-user's accountability by requiring that evidence of delivery be attached to all invoices within the system before authorisation is granted
- Monitors the payment processes to ensure that pre-defined execution times, including compliance to the 30-day payment timeframe, are adhered to correctly and allows the source of any delays to be identified through detailed audit trails
- Notifies service providers automatically once an invoice has been accepted and once the payment has been captured onto BAS

Budget Reporting & Monitoring

Provides near real-time visibility of the departmental finances to all managers through easy to use reporting tools that enable more accurate financial management and planning. In addition, automate legislated reporting to make the financial reporting process almost effortless.

- Captures monthly and annual spending projections
- Reports on overall spending versus the budget versus projections
- Enables the uncomplicated reporting and analysis of expenditure by Branch or Directorate and down to individual item level
- Produces In-Year-Monitoring (IYM), Cumulative Quarterly and Half-Yearly reports
- Integrates with eSubmissions, Quotation Management, Bid Management and Payments modules to provide an up to the minute view of the state of the department's expenditure
- Empowers all Responsibility Managers with the ability to analyse the state of their budgets graphically and in real-time

Legal

Contract Management

Streamline the contract authoring process through standardisation and automation. In addition, monitor compliance with contractual deliverables, improve service delivery and value for money.

- Generates contract drafts from pre-approved and standard contract templates
- Expedites contract authoring by co-ordinating the creation and revision workflow that runs from initiation to sign-off by the contracting parties
- Captures contract milestones and deliverables, thereby ensuring that the delivery phase can be monitored and measured accurately
- Integrates seamlessly with the Payments module so that payments are linked with delivery
- Sends automated reminders to relevant parties to help manage significant contract events, such as an upcoming contract expiry or renewal
- Provides visibility on the progress and delivery of all contracts from one centralised space
- Automatically stores and searches all contract-related documentation from within a single, easily accessed repository

Smartgov
dashboards
identify
problem
areas to
focus on



Transforming Tswane

City of Tswane's old, lumbering workflow becomes a seamless stream of efficiency with Smartgov

Rich, informative and accurate Mayoral Committee Reports form the backbone of the decision-making processes at the City of Tshwane (COT). In spite of three attempts to automate the process in previous years it remained a paper-based activity that caused significant issues.

The challenges

- Inconsistent report flows that contravened guidelines as laid out in existing policies
- Delays in consultation processes with Metro departments
- Loss of reports
- Inability to monitor and enforce response times
- Inconsistent review and approval processes and lack of accountability
- Inconsistent reporting formats and quality
- Inability to track report changes through the approval chain
- Difficulty in monitoring progress and following up on reports
- Limited ability to produce meaningful statistics to manage the performance of the MayCo System
- Labour-intensive tracking and reporting of implementations of resolutions
- Excessive amounts of paper used

The solution

Boxfusion was engaged by COT to deliver a solution that would work seamlessly within the city.

A four month pilot was run based on a Smartgov solution that was specifically designed and developed for the automation of the Mayoral Committee Reports within local municipalities. This was such a success that COT rolled it out to all 22 of its departments covering approximately 1 000 users throughout the city.

This has resulted in the complete elimination of paper reports from the city. It has streamlined processes, improved productivity, allowed for greater accountability and assisted COT in delivering reports that allow for city-wide improvements and developments.

eSubmissions for the Eastern Cape

Smartgov streamlines the Department of Economic Development, Environmental Affairs and Tourism

The Department of Economic Development, Environmental Affairs and Tourism (DEDEAT) in the Eastern Cape is responsible for the transformation of the province's socio-economic landscape. Its role is pivotal in terms of supporting the current economy and growth of the region.

The challenge

DEDEAT was reliant on legacy paper-based services which had a significant negative impact on its ability to perform to standard and to deliver on mandates. The department suffered from lack of visibility in workflow progress, poor auditability, inability to consistently enforce policies and controls, long delays, lost requests and excessive administration costs.

The solution

We deployed our eSubmissions, eLeave, S&T Claims, Supplier Payments and Procurement modules within the department, all of which were required to address legacy issues and concerns.

The implementation was accompanied by a comprehensive Change Management campaign that was run across the department to support the workforce, and inspire them as they shifted to the new paperless way of working. Both Boxfusion and DEDEAT ensured that employees were made to feel comfortable with the new systems and how easy and intuitive they were to use.

Our Customers



"Boxfusion has demonstrated exemplary customer service and relentless focus on product quality."

Ayanda Madyibi, Provincial Chief Information Officer (CIO) and Chairperson of the PGITO Council Eastern Cape

"After three failed attempts by multi-nationals, it was relentlessness on our side that made us find Boxfusion, an innovative South African company and today it is bliss in our office. Our processes are not only automated but streamlined as well."

Pule Mmutlana, Executive Head: Governance, Office of the Executive Mayor, City of Tshwane

"The impact of the change that has been brought by automation in our department is that we now work smarter, processes are simplified and standardised, and we are more efficient than we were 18 months ago. We are starting to reap the benefits of using less paper."

Ayanda Dlomo, DGITO, Department of Economic Development and Environmental Affairs and Tourism

"The quality of work produced and attention to detail, notwithstanding the very tight deadlines is highly commendable. Your constant communication and innovation has been astonishing. eSubmissions will remain one of the great eGovernment success stories for many years to come in the South African Government."

Phaphedi Moabelo, Director: Systems Development, Department of Social Development



Rocket fuel for government
www.boxfusion.co.za

We are a BEE Level 1, black-owned and managed South African software development company with a singular focus on partnering with the public sector. Boxfusion was founded by information technology and management consulting professionals who collectively possess decades of consulting and public sector experience. We are fresh, we are dynamic and we are the rocket fuel for government. Isn't it time your department felt the Boxfusion boost?