



Industry: e-Governance

Technology: Microsoft office 365

Country: India

Client Profile

Under the administration of Industries and Mines Department (IMD), Gujarat Corporate Social Responsibility Authority (GCSRA) was established for optimum utilization of the CSR fund. The government has shown a great deal of interest in welfare activities in the social sectors covered under HDI for the development of people of the state. GCSRA facilitates both the private and public sectors in relation to their CDR expenditure. It manages the CSR fund, coordinates, monitors, and implements different CSR activities in the state including the creation of a suitable web-portal as suggested by FD.

Challenges

Our experts analyzed the client's current situation and found that they were facing troubles in managing the data as it was stored manually on the paper or registers. Because of the manual data management system and a large volume of data, it was challenging for the client to manage and track such data. Below are some other challenges that the client encountered with their manual data management system:

- One of the biggest challenges that the client experienced with manual data entries was that it was highly inaccurate and took a very long time to execute
- Moreover, manual data management task was tedious and boring
- The manual process was undertaken by the employees who are bound to commit errors because of the dynamism of human nature
- For keeping and maintain a record, the client had to hire a data entry team which was too costly
- Because of errors, it was challenging for the government employees to maintain consistency in the data
- Client also faced the threat of data loss or damage due to natural or man-made calamities like flood or fire

Solution

After analyzing each and every challenge deeply, our experts concluded that the client needs a dedicated helpdesk that can streamline their document management system. This helpdesk helped government employees to handle a large amount of data easily.

- Experts at KCS distributed the entire information process that helped clients as well as a government employee to store as well manage the data
- With the implementation of the helpdesk, the time and money required in the manual data management was also reduced
- Online helpdesk helped the client to generate reports of various data without any complications
- Helpdesk is capable of consolidating processes by decreasing the number of steps involved, decreasing the complexity
- Automating several processes helped the client in being certain that they are following a given compliance framework
- In addition, it reduced the exposure of sensitive information to fewer human eyes, that helped the client in keeping the government data more secure
- As all the information in Microsoft office 365 is stored over the cloud, it helped the client to secure the government's sensitive data
- Microsoft office 365 also offer various security measures like two-step authentication that assures unauthorized personnel cannot access any files or documents
- With files stored over the cloud and is backed up regularly, the client was able to operate normally in case of disaster
- Microsoft office 365 enabled government employees to work collaboratively on one document or spreadsheet and get real-time data

KCS Approach

Experts at KCS developed a powerful and intuitive helpdesk helped client as well as government employees to store and manipulate the large volume of data. With the help of Microsoft office 365, the time and money that was required to manage the data were reduced. Government employees were accessing various apps of Microsoft office 365 remotely anytime from their laptops, desktops, tablets, or phones. It also helped the client to create reports, forms, surveys, and questionnaires to get insights. This helpdesk gave client reassurance that their employees are empowered to work efficiently with the help of the latest software and rendered 360-degree data security.

Impact

The solution to offer a user-friendly helpdesk increased the working capability and productivity of the government employees. Clients' major concern to streamline the data management task for accomplished with the implementation of Microsoft office 365. It helped employees to communicate and work collaboratively to get 100% accurate data. The spreadsheet feature of Microsoft office 365 facilitated the client to generate reports, surveys, and a lot more. The cloud storage solution helped the client to store and manage the data with complete security.

Tech Stack



+91 792 657 9333

info@kcsitglobal.com

www.kcsitglobal.com

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