vienna advantage ERP & CRM

Integrated eGovernance System

Enable and Empower People

eSignature

SMS Alerts

ePayments

Online Status Check

Mobile Integration

Online Applications

ABOUT VIENNA

vienna advantage ERP & CRM

VIENNA Advantage is a certified product and service provider operating globally with its headquarters in Germany. With world-renowned German precision and quality we find new ways of software engineering and work together with many Fortune 500 brands in the area of business applications and web development. Our innovative and creative team guarantees a successful implementation of our products and services in any organization.

VIENNA Advantage has been implemented in more than 800 organizations around the world including government agencies, universities, NGOs and corporations. It will provide a benchmark for your operations and helps you to optimize your processes using world-class standards.

One of the key features is its Information Dashboards for deciders. Citizens can be involved by various means such as SMS alerts, online application status checks, telephone systems and many more. The time required to process applications of citizens is drastically reduced and their satisfaction towards officials increases.
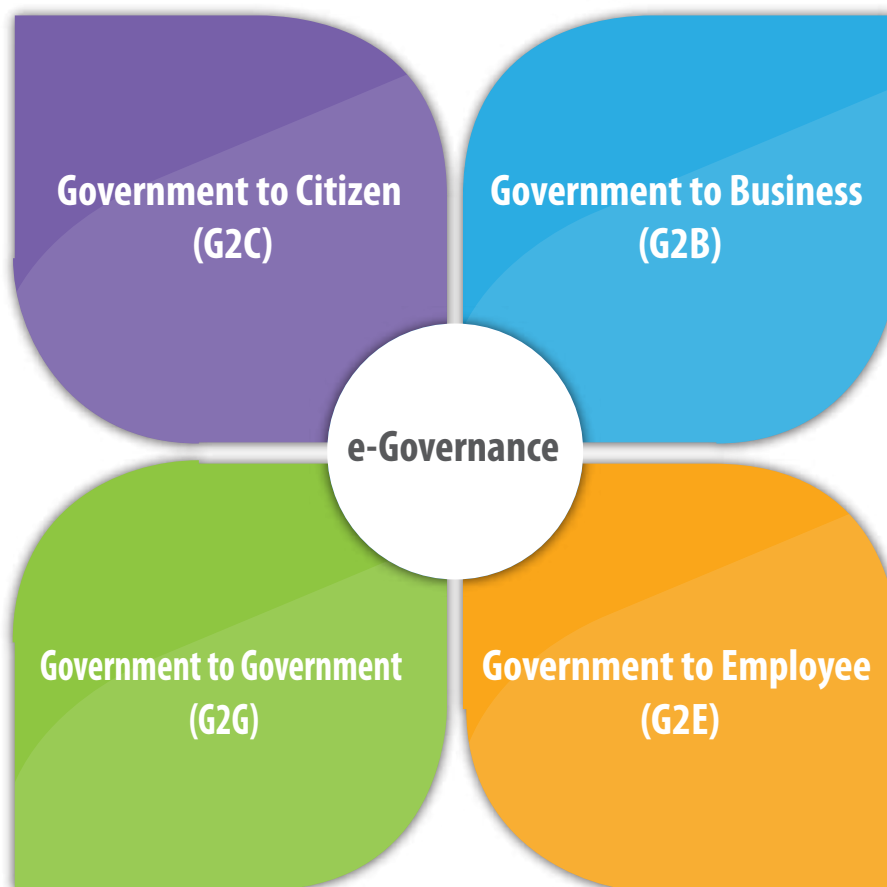
Apart from that, it supports approvals of applications even on Mobile devices. Also, an in-built document management system is an important component that allows digitization and searches for documents, so that paper documents can be securely archived and all the work is based on digital documents.

MARKET SITUATION

One basic goal of every democracy is servicing its people. In any country, government is the largest organization since all citizens are involved in its operations. With the growing influence of technologies and the internet in our lives, people expect things to happen at a much higher speed and with more transparency. More than any corporation, the government needs to optimize its operations using technologies to serve its people better than ever before. Increasing the people's satisfaction in this way becomes a success factor for better government.
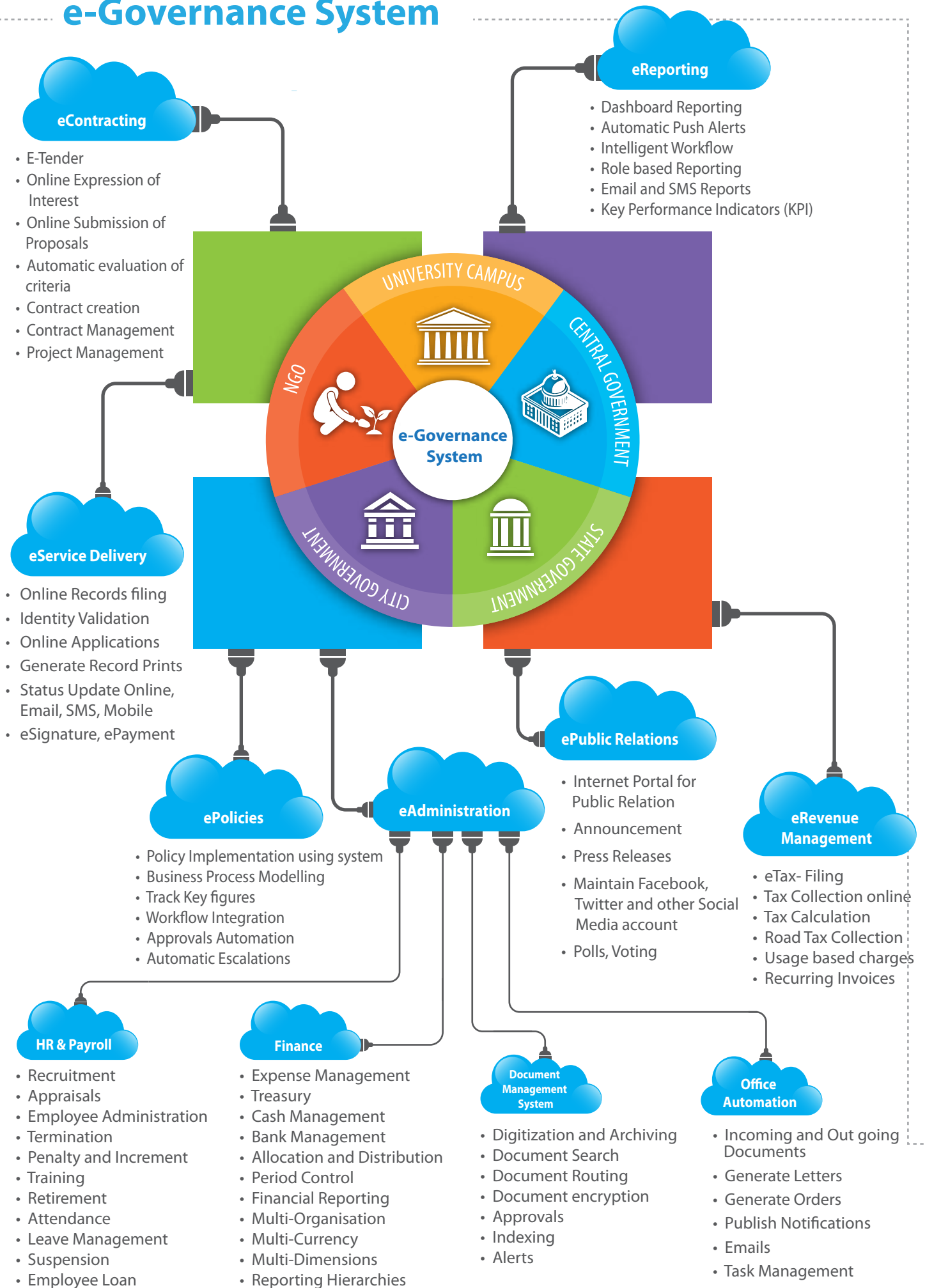
More and more governments have identified the possibilities of serving people with the help of digitization, automation, information systems and intelligent decision support systems.

Scope of VIENNA Advantage e-Governance

Government to Citizen (G2C)

Government to Business (G2B)

e-Governance

Government to Government (G2G)

Government to Employee (G2E)

Government to Citizen (G2C)	Government to Business (G2B)	Government to Government (G2G)	Government to Employee (G2E)
● eServices	● Taxation	● Budget Management	● Attendance
● Applications	● Licensing	● Policy Implementations	● Policies
● Records Request	● Contracting & Procurement	● Approvals	● Payroll
● Tax Remittances	● Subsidies	● Revenue Management	● Administration
● Public Utility Invoicing	● Approvals	● Trainings	● Self-Service
● ePayments		● Notices and Alerts	● Pension
● Complaints and Feedback		● Projects	● Healthcare
● Voting			
● Public Opinion			

e-Governance System

eContracting
- E-Tender
- Online Expression of Interest
- Online Submission of Proposals
- Automatic evaluation of criteria
- Contract creation
- Contract Management
- Project Management

eReporting
- Dashboard Reporting
- Automatic Push Alerts
- Intelligent Workflow
- Role based Reporting
- Email and SMS Reports
- Key Performance Indicators (KPI)

eService Delivery
- Online Records filing
- Identity Validation
- Online Applications
- Generate Record Prints
- Status Update Online, Email, SMS, Mobile
- eSignature, ePayment

Central circle labels:
- UNIVERSITY CAMPUS
- CENTRAL GOVERNMENT
- STATE GOVERNMENT
- CITY GOVERNMENT
- NGO
- e-Governance System

ePolicies
- Policy Implementation using system
- Business Process Modelling
- Track Key figures
- Workflow Integration
- Approvals Automation
- Automatic Escalations

eAdministration

ePublic Relations
- Internet Portal for Public Relation
- Announcement
- Press Releases
- Maintain Facebook, Twitter and other Social Media account
- Polls, Voting

eRevenue Management
- eTax- Filing
- Tax Collection online
- Tax Calculation
- Road Tax Collection
- Usage based charges
- Recurring Invoices

HR & Payroll
- Recruitment
- Appraisals
- Employee Administration
- Termination
- Penalty and Increment
- Training
- Retirement
- Attendance
- Leave Management
- Suspension
- Employee Loan

Finance
- Expense Management
- Treasury
- Cash Management
- Bank Management
- Allocation and Distribution
- Period Control
- Financial Reporting
- Multi-Organisation
- Multi-Currency
- Multi-Dimensions
- Reporting Hierarchies

Document Management System
- Digitization and Archiving
- Document Search
- Document Routing
- Document encryption
- Approvals
- Indexing
- Alerts

Office Automation
- Incoming and Out going Documents
- Generate Letters
- Generate Orders
- Publish Notifications
- Emails
- Task Management

GOVERNMENT DEPARTMENTS

"One single system covering all your needs."

- Agriculture
- Commerce
- Defence
- Public Distribution
- Administration
- Housing
- Industries
- Information & Broadcasting
- Law & Justice
- Social Development
- Tourism
- Communication
- Education
- Finance & Taxation
- Foreign Affairs
- Health & Family Welfare
- Infrastructure
- Labour & Employment
- Energy & power
- Transportation
- Sports
- Features

FEATURES OF EGOVERNANCE SYSTEM

Citizens Relationship Management
- Portal Content Management
- Citizens Information Platforms
- Policies and Announcements
- Public Opinion and Polls

Citizens Services Management
- eForms
- eApplications
- Records Tracking
- Application Status Tracking
- Mobile and Web Access
- Citizens Registration
- Application Approval Workflows
- ePayments

Revenue Management and Collection
- Tax Filing
- Tax Certificates
- Licenses
- ePayments
- Online Calculations
- Subsidies and Grants
- eInvoicing

Document Management System
- Digitization and Archiving of documents
- Document Search
- Document Routing
- Document encryption
- Approvals
- Indexing
- Alerts

eContracting
- RFQ
- RFQ Response
- Online Tenders
- Online Bidding
- Vendor Evaluation
- Purchase Order
- Contract Management

Finance Management
- Expense Management
- Treasury
- Cash Management
- Bank Management
- Allocation and Distribution
- Period Control
- Financial Reporting
- Multi-Organisation
- Multi-Currency
- Multi-Dimensions
- Reporting Hierarchies

Budgeting
- Annual Budget
- Standard and Alternate Budget
- Monthly Budget
- Quarterly Budget
- Budget versus Actuals
- Budget Control
- Budget Approvals
- Alerts and Notifications

Receivables Management
- Invoicing
- Dunning
- Invoicing Reports
- ePayments
- Bank Reconciliation

Payables Management
- Invoice PO match
- Invoice Approval Process
- Payables Suggestions
- Discount Management
- Cheque, Cash and ePayment
- Cheque Printing
- Payment Reminders

HR and Payroll
- Recruitment
- Appraisals
- Employee Administration
- Payroll
- Termination
- Penalty and Increment
- Training
- Retirement
- Attendance
- Leave Management
- Suspension
- Employee Loan

Project Management
- Project Costing
- Project Planning
- Project Payments
- Project Material Issue
- Project Reporting
- Project Budgeting

Supply Chain Management
- Warehouse and Locators
- Storage Details
- Material Receipt
- Shipment
- Stock Transfer
- Requisition
- Storage Alerts
- Storage Valuation
- Pickup and Drop List
- Scrap Management

Asset Management
- Asset Purchase
- Asset Registration
- Asset Issue
- Asset Maintenance
- Asset Depreciation
- Asset Sale

Procurement
- Rules for Procurement
- Requisition
- Purchase Approvals
- Purchase Price List
- Invite for Tenders
- Quotation Comparison
- Purchase Order
- Material Receipt
- Matching PO , Receipt, Invoice

Auditing
- Financial Auditing Approvals
- Financial Auditing Reports
- Workflow Integration
- Policy Implementation
- Policy Alerts
- Auto Archive

IT Administration
- User and Roles Management
- Data Backup and Restore
- Session Audits
- Record Audits
- Global Parameters setting
- System Alerts
- Error handling

Intranet and Portal
- Web Portal
- Intranet
- User Sync
- Access to Vendors
- Access to Citizens
- Self Service
- Information publishing
- News
- Forums
- eForms Download
- Videos and Gallery

Mobility
- Mobile Login
- Apple and Android
- Mobile Approvals
- Mobile Alerts
- Task Allocation on mobile
- Data access on mobile

Reporting and Analytics
- Inbuilt Report Writer
- Dashboard Reporting
- Print formats
- List Reporting
- Dynamic Reporting
- Business Cockpit
- OLAP Reporting
- BI Integration
- Drill Down

Workflow Management
- Workflow configuration
- Workflow automation
- Workflow actions on
- Email
- Notices
- Approvals
- User Choice
- Escalations
- Processes
- Workflow Writer

Customization Management
- Custom Windows
- Custom Fields
- Custom Reports
- Custom Tables
- Custom Workflow
- Extension without coding
- Language extensions
- Custom Labels
- Custom Menu
- Custom Dashboards
- Custom Roles

Benefits of VIENNA Advantage e-Governance System

> Easy to Use.
> Accessible on all devices.
> Easy to implement.
> Fast and easy reporting.
> Online and mobile approvals.
> Secure and scalable.
> Extendable and open.
> Cost-effective.
> Available in different languages

The VIENNA Advantage e-Governance System ensures streamlined operations, quick results and higher satisfaction of citizens, employees and deciders within a short time.

> Analytics

> Tailor-made and Customizable

> Mobile

> Easy

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