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# Digitally transforming public sector platforms

**BBD has been a software and technology partner in the public sector for more than a decade.**

As a leading software development company, BBD has been instrumental in enabling systems to drive revenue management, government budgeting, financial policies, digital citizen and border management control and educational dashboards.

Technology is driving many of these agencies' successes, through online initiatives and electronic payment platforms, enabling public and government institutions to leapfrog technologies and move closer towards achieving a more inclusive and technologically empowered society.

BBD is proud to have ensured the public sector at large can leverage the opportunities offered by digital innovation.

With an in-depth understanding of key public sector areas, BBD IT professionals have utilised their domain knowledge to enable various agencies to successfully deliver better citizen services, through the streamlining of processes. Coupled with innovative technology, public institutions can make service provision more reliable, provide vital access to information and bring the previously unbanked into the formal economy.

We have the resources and competencies to assist and support government and public agencies in the quickly and efficient execution of their digital strategies.

## **| BBD's capabilities**

### **Revenue management**

Implementation of risk controls through the automation of revenue assessment and administration, ensuring compliance and effective revenue collection.

### **Civic and entity management**

Capturing and management of entity types, both individuals and enterprises, to verify public identification documents.

### **Border control**

Registration and control of people and assets across borders. Administration of fees, penalties and infringements.

### **Asset management**

Prudent cash management through the administration of the financial asset and liability portfolio, institutional domestic and foreign debt, daily expenditure, revenue, asset restructuring and cash liquidity of the investment portfolios.

### **Integration management**

Providing a complete view of business activities through the integration of financial systems with automated reconciliation and payment remittance systems.

### **Legacy integration**

Exposing legacy systems to provide a gateway for communication between the modernised front-end applications and the legacy systems.

## **| BBD's frameworks and offerings**

### **Service management**

Frameworks that enable the deployment of easy to use common user front-ends for contact centre servicing and telephony integration.

### **Workflow management**

Collection of predefined tasks that automate, sequence and guide the completion of a business process by humans and systems.

### **Orchestration management**

Ensures collaboration between components, including back-end and legacy systems. This process is driven by a central component that issues requests and commands to other components.

### **Device integration**

Integration of devices to different systems and applications, using APIs, to allow for effective communication between them.

### **Biometric management**

Management of biometric information of an individual in a digital format and stored in a database or used for verification.

### **Payment integration**

Payment methods are integrated to all major service providers and personal bank account portals.

### **Document management**

Bulk and multi-function scanning of documents into a repository for secure and easy access to the documents.

### **Big data hosting**

Optimising storage and the retrieval of big data on cloud, domain servers and data centres.

## | How BBD has assisted the public sector

### **Revenue management**

We have contributed to a world-class and internationally acclaimed modernisation programme, assisting in the architecture and implementation of initiatives on the client's transformation journey. The comprehensive programme focussed on the client's systems and processes, to provide a platform for sustainable revenue collection.

At its core, the transformation provided for the automation of key processes to boost productivity and cost efficiencies. This released HR to focus on value-adding activities such as exception handling, enforcement and other tax-base broadening actions. To ensure business continuity, solutions are running in real-time mode, with an offline option.

BBD's partnership has enabled the client to become a very efficient public sector agency, saving not only time but billions of South African Rands in operational costs, while improving taxpayer compliance. The programme has also delivered measurable business value on an annual basis.

Some of the successes BBD has enabled include significant improvements in turnaround times from weeks to near-real time, enabling electronic volumes, reducing monthly payment identification failures and a radical reduction in paper usage as part of the ongoing paperless drive.

### **Digital citizen and border management control**

As this government agency has been striving to achieve an inclusive society – so BBD has assisted them with the design, development and implementation of functionality to enable the modernisation of citizen's applications.

An integral partner on this client's digital landscape journey for both civic services and immigration, BBD has been instrumental in mapping the core business processes and creating the glue that integrates the different business functions. We have leveraged synergies across government agencies, utilising learnings gained in revenue management to seamlessly transform paper-based processes into electronic functions.

Our in-depth understanding of the environment, and direct involvement with the existing modernisation project, has allowed for effortless integration. This led to the quick achievement of significant business value, while providing architectural value through a cohesive environment.

### **Economic policy, budgeting, government finances**

BBD implemented an integrated Asset and Liability Management (ALM) system to manage a government agency's cash, domestic and foreign public debt.

Our solution manages the daily expenditure, revenue, cash liquidity of the client's investment portfolio and an employee housing scheme.

### **Educational initiatives**

BBD partnered with the client to enable schools to translate data into clear, actionable insights for use by education officials.

We developed an online dashboard to easily access learners' data through a simple visual tool for officials and educators. The dashboard shows how districts, circuits and schools are performing on learner achievement, promotions and attendance for both educators and learners. The correct utilisation of data has enabled learner outcomes to be improved.

Using a tech-enabled tool to visualise educational data in a dashboard has shown how education outcomes can be improved through fact-based insights driven by real data, to enable education to become a key driver in uplifting poorer communities.

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## | Investing in transformation

We value each of our employees and strive to foster an inclusive and multi-faceted culture. BBD's intensive recruitment testing methods guarantee that the best skills flow into our business, while continued employee development is key.

Part of our culture includes investing in fruitful partnerships, to assist in nurturing software development talent in the underprivileged. WeThinkCode\_, a revolutionary tech-based learning institution dedicated to eliminating South Africa's IT skills gap, is one such partnership.

This gives us access to a pool of IT resources we didn't previously have access to, while improving skills country-wide. We have also formed partnerships with GirlCode and Umuzi in South Africa, to help empower women in technology, while showcasing the many exciting IT careers available to not only women but the youth at large.

By assisting in creating larger skill pools to directly address the digital divide and give the underprivileged access to technology and technical learning – we not only benefit our business, but the greater community and ICT industry at large.

## | About BBD

BBD has had a reputation of delivery for more than three decades. Our expertise in the private and public sectors have resulted in a wealth of understanding on how to use technology as an enabler of business transformation and modernisation. We provide effective business solutions to suit our clients' needs, using a consultative approach and drawing on our people's diverse range of experience and skill.

BBD is a level 1 B-BBEE partner, with a 135% B-BBEE recognition level and is over 51% black-owned.



## Get in touch

If you'd like to engage with us, we'd love to hear from you.

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