

SCALING UP NEW HEIGHTS IN THE E-GOVERNANCE INDUSTRY

■ Brief us about ABM India and what makes ABM India unique in industry?

ABM Knowledgeware Ltd. (ABM), IT Company listed on Bombay Stock Exchange, is one of the few IT companies in India with an exclusive focus on E-Governance since 1998. ABM's E-Governance solutions have delivered 40+ Million G2C and G2B services last year as compared to 4.2 Million in 2010. We have been the first choice by major states for E-Governance and E- Municipality solutions. We have delivered services to 22 states of India, and have provided Digital Governance services to more than 1000+ Urban Local Bodies in the country. Our technology skills coupled with deep domain expertise give us a unique edge over others.

■ Tell us about your recent project and give us some highlights on successfully delivered project and how it helped the system.

We have won Smart City Projects like Thane, Dehradun, and Aligarh recently. Out of the first batch of 100 Smart Cities, ABM is associated with 29 smart cities including the above 3 and leads this category. ABM's custom-built solutions have been chosen to deliver municipal services that match international standards.

We have won the Digital Project Management Platform (DPMS) recently for assisting MSRDC (Maharashtra State Road Development Corporation) to monitor the prestigious infrastructure project VBSL (Versova-Bandra Sea Link). DPMS will assist MSRDC in effective project management to avoid Time and Cost overruns.

ABM has achieved 10 fold growth in citizen engagement pan-India in the last decade through its solutions implemented across 22 states. ABM has also helped many large customers in states like Maharashtra, Punjab, MP, Bihar, and Chhattisgarh by transforming the delivery of municipal services and reducing the hardship of all stakeholders.

Our projects, have sustained over a long period of time giving satisfactory ROI to all our customers as well as the citizens of those states.

■ Does it benefit only to the government or to the corporate and commoners?

ABM has maintained its exclusivity for being dedicated to the E-Governance sector. But, we touch the lives of the common man and the corporate through our digital solutions as those are the main focus areas. We have given easy access of Municipal Services to all citizens and corporates through multiple delivery channels e.g. Internet, Walk in C.F.C's (Citizen Facilitation Centers), Mobile

or any Personal Digital Assistant. We ensure true and measurable improvement in efficiency, transparency and reliability of all services at an affordable cost. Starting from our flagship product E-Municipality solution (MAINet® 2.0) till today all our services are aimed at making the nation digitized and lives of people simpler.

■ What do you anticipate about the industry and future prospects?

India is a unique place and there is a strong belief amongst decision makers of our country to move forward in E-Governance. We provide E- Governance Solutions, Cyber Security, SAP and Smart Water solutions. Our Cyber security solutions are not only implemented in India but also in the APAC countries (Asia Pacific Countries) UK, Mexico, etc.

We have observed that technology disruptions will become a norm rather than exception due to emerging technologies like Artificial Intelligence, Data Analytics, Block Chain, IoT, Cloud Computing, Robotic Process Automation, Virtual and Augmented Reality etc. These technologies will challenge status quo in almost every sphere of life; Government services, Health services, Transportation, Food Production, Energy Production, Storage, Agriculture etc.

■ What is the core strength and why it is known as a leader in e-municipality?

ABM's core strength lies in in-depth understanding of Government Functioning and the team of top-notch employees that are highly efficient in handling any technology or sustenance challenges. We have several ambitious propositions under our wings, and have been spearheading many E-Governance projects in the past like; 1st Municipal

Corporation in India running successfully for (19+years), One of the largest SAP projects in India for last (13+years), Property Tax Reforms (12+years), Water Billing and Accounting (12+years). We plan to continuously reinvent with the changing times. We cater to almost 1000 municipal bodies pan India with every growing citizen engagement.

■ 21 glorious years, what is it which has you reinventing?

In today's dynamic business scenario there is a constant need to reinvent, rethink and reinvent to meet the needs of our customers. Now our customers are becoming demanding with User Experience in use of IT as a part of day life. Customers are slowly moving from project based project to "outcome" based or hybrid project. We are the forerunners in digital innovation and offer all our customers an unparalleled single point of end to end E-Governance solutions. We are leveraging emerging technologies like Blockchain, IoT, AI etc. which will play a vital role in the Indian E Governance solutions.

"SUCCESSFUL IMPLEMENTATION OF E-GOVERNANCE PROJECTS REQUIRES COMMITMENT AND COMPETENCE WHICH GO BEYOND MERE TECHNOLOGY ENABLEMENT."

