



ABM Plays a Vital Role in Making India Digital

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Incorporated in 1993, **ABM KNOWLEDGEWARE LTD. (ABM)** is an IT software and services company (BSE 531161) with **proven track record and major focus on e-Governance**. The company has marked steps in e-Governance by decades of hard work in providing the following services:

1. End-to-end Integrated ERP for Urban Body/Govt./Semi-Govt./PSUs- **E-Governance Solution** includes Single Window Clearance System, Online Building Plan Approval System, WhatsApp-based Citizen Services, etc.
2. Digital Project Management System which is an **end-to-end**





ABM will now be offering **Siemens Centre of Excellence**, a Knowledge Centre Hub with education & training for technical education institutes for promoting innovation and better employability of India's technical manpower.

The company started exclusively in e-governance as it was the untapped market when they were establishing themselves at the early stage. They experienced undefeated success in all of their projects of e-Governance. Today, ABM serves the entire government sector. **It stands out with a large number of successfully sustained projects despite e-governance projects being perceived as a high-risk by the industry.**

“Our work has been recognized and acknowledged by reputed organizations, media, Central & State Governments. The Indian Government is striving to achieve mission of ‘Digital India’, and it is here where ABM is playing a vital role. We have delivered state-wide projects in several large Indian states. We have already provided citizen services across 1200+ Urban Local Bodies and services to over 25 smart cities,” says Prakash Rane, Founder & Managing Director, of ABM.

Company at a Glance

“In the late 90s’ when we started our business, we identified the main issues for failures of e-Governance projects and evolved our own strategies to overcome them. We focused on pragmatic business process re-engineering to bring about improvement in speed of electronic service deliveries without compromising the credibility of the government departments,” he asserts.

One of the main challenges faced by the company was project management support from clients to take on their share of responsibilities. To overcome this challenge, they came up with an idea of project plan that could minimize deliverables from the client's side.

“We used our time-tested project management methodologies to





strength,” he states.

During the pandemic, the company witnessed a disruption in the industry. There was an unprecedented speed in use of technology by governments due to remote working,

He says, “The local, state, and central governments prioritized fighting the pandemic by balancing protection to lives and livelihoods. That made an impact on the usual volumes of e-Governance tenders being floated or finalized. In addition, our plans to explore opportunities in our offerings & services also slowed down.

Being an IT solution provider company, we were over-weighted with loads of work like, challenges in on-site delivery, ongoing projects, talent acquisition and retention, in-time delivery commitments, etc. However, ABM didn’t give up at that moment, and accepting this pandemic challenge, worked even harder to maintain its exclusivity.”

ABM stands out for 2 decades of rich experience, re-engineering products/solutions as per the government requirement, time to time technology up-gradation, in-time delivery, quality-driven work, a unique blend of skill-set coupled with technical and subject matter expertise in the e-Governance domain, and have proven track record of accomplishing big projects. The most important accomplishment of the company is the long sustenance of projects against the backdrop of a significant failure rate in this industry.

Speaking about encouraging people in the workplace, he says, “I connect with the employees as a co-worker to know in and out what is required for the organization to keep growing. Rather than preaching, I believe in doing and setting an example for the employees. I also push HR to work upon employee welfare activities, trainings, awards and recognitions, appreciations, extra-curricular activities, and many other things under HR initiatives to keep the employees high-spirited and





organizations for automating their critical business processes with a focus on achieving the 'Leadership, Credibility and Profitability' of the company.

ABM evaluates the emerging technologies for their fitment to its solutions and client's need in an ongoing manner and takes pragmatic decisions of incorporating the same from time to time. Thus, ABM keeps enhancing its existing key offerings.

The organization strategizes to de-risk single geo and single vertical by focusing on additional segments like Cyber Security, Digital Project Management systems for infrastructure solutions, etc. Currently, they are exploring international markets for expanding their business.

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