

SMARTGOV FOR ADMINISTRATION

eSUBMISSIONS

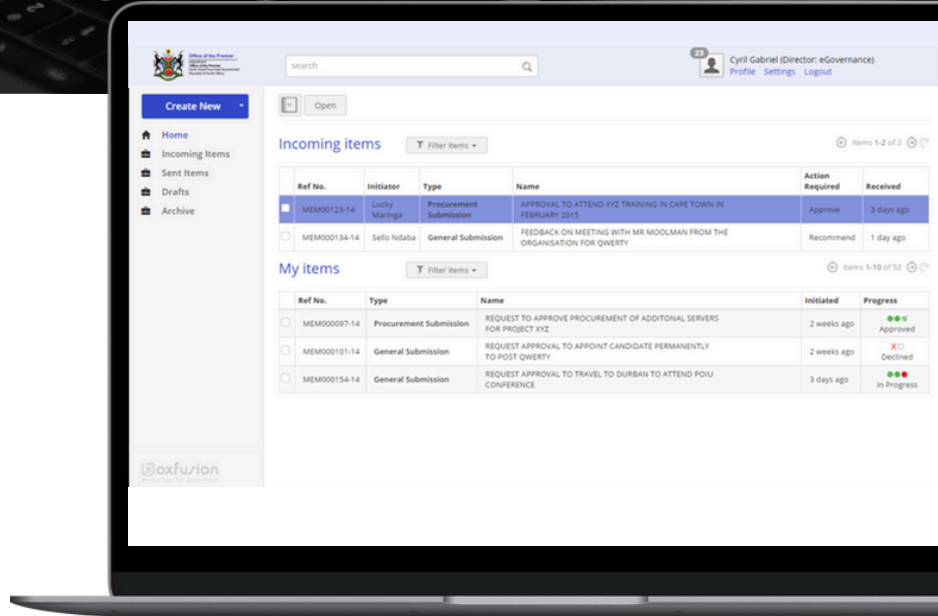
Effortless Submissions, Streamlined Approval



Empower your team to create, track and approve submissions with ease and efficiency.



Say goodbye to manual processes and lost paperwork.



SmartGov for Administration's e-Submissions module transforms how your team handles approvals, saving time, reducing errors and boosting productivity.

KEY FEATURES

Intuitive Drafting

Easily capture all necessary information for a submission.

Seamless Collaboration

Consult third parties and gather feedback within the platform.

Real-time Tracking

Monitor submission status and progress at every stage.

Controlled Editing

Comment and edit submissions with appropriate authorisation.

Automated Notifications

Keep stakeholders informed with email and SMS alerts.

Digital Signatures

Securely sign and approve submissions electronically.

Intelligent Routing

Submissions automatically follow pre-defined approval workflows, ensuring compliance with financial delegations.

Secure Document Management

Attach supporting documents and maintain compliance with your existing file plan.

Draft Saving and Finalisation

Save drafts for later completion and seamless finalisation.

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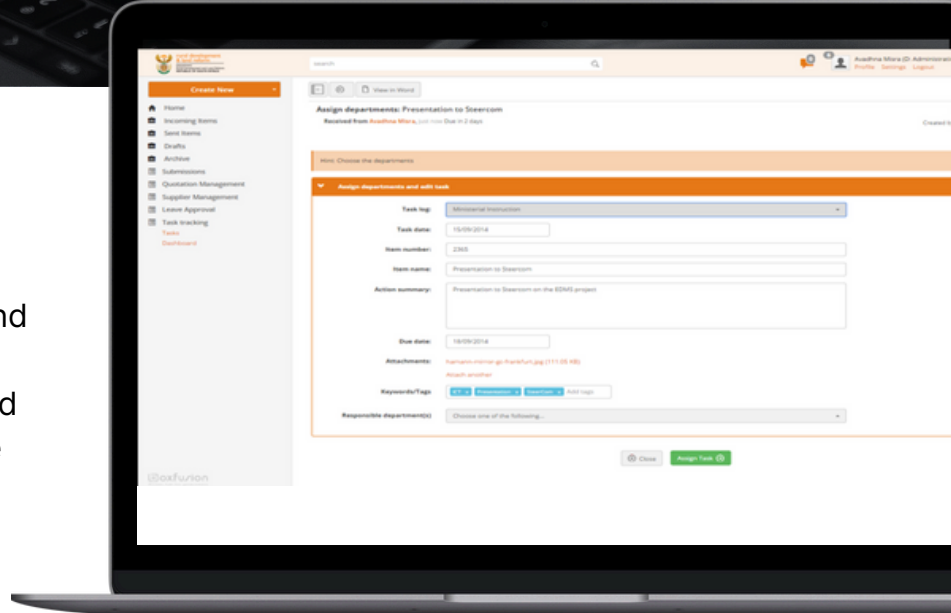
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TASK & RESOLUTION TRACKING



Streamline task management and resolution tracking, enhancing transparency, accountability and efficiency across administrative operations.



Gain centralised control over **task allocation**, tracking and reporting, ensuring timely resolution and effective stakeholder communication.

KEY FEATURES

Centralised Task Management

Register, assign and manage all tasks from a single platform.

Real-time Progress Tracking

Monitor task progress in real-time with intuitive dashboards.

Automated Communication

Generate acknowledgment letters and emails automatically.

Electronic Progress Reporting

Enable officials to submit progress updates and attach evidence electronically.

Automated Follow-ups

Ensure timely resolution with automated reminders for outstanding tasks.

Task Linking

Link related tasks to prevent duplication and streamline workflows.

Branch-Level Dashboards

Empower Branch Heads with insights to improve management and accountability.

Enhanced Accountability

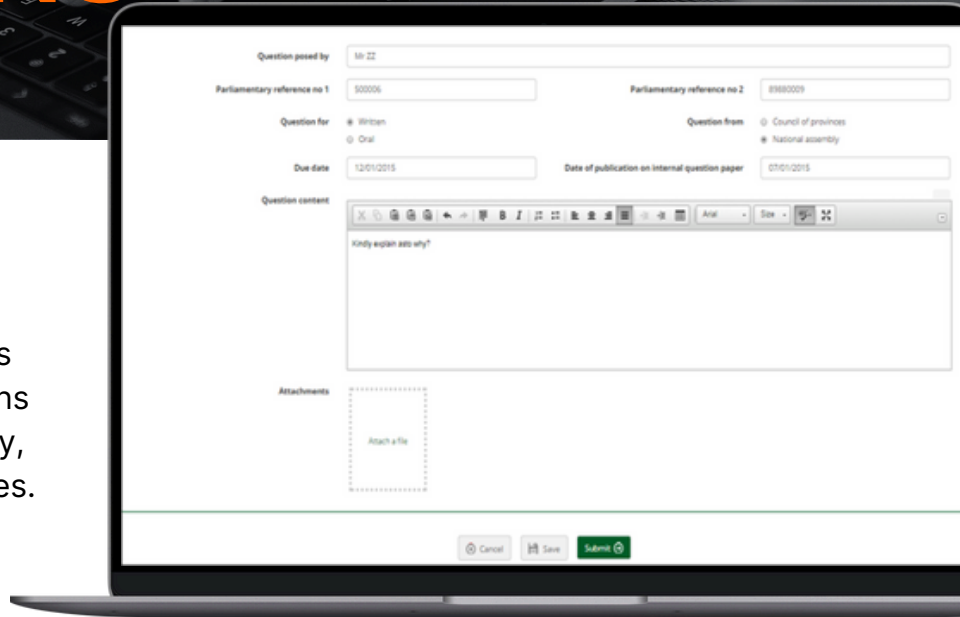
Strengthen delivery through clear task tracking and accountability mechanisms.

SMARTGOV FOR ADMINISTRATION

PARLIAMENTARY QUESTIONS



SmartGov for Admin transforms the way Parliamentary Questions are handled, ensuring efficiency, accountability and C4 responses.



Streamline processes, enhance collaboration and ensure timely responses, ultimately contributing to **greater transparency and accountability.**

KEY FEATURES

Loading and Assignment

Easily load Parliamentary Questions and assign them to specific individuals or departments for response.

Supporting Documents

Attach relevant documents and information to provide comprehensive context for effective responses.

Draft Saving

Save draft responses for later finalisation, enabling flexibility and collaboration throughout the process.

Compliance and Integration

Ensure compliance with existing file plans and seamlessly integrate with your current systems.

Notifications

Notify relevant users via email and SMS when action is required, promoting timely responses and proactive engagement.

Status Tracking

Track PQ status and workflow steps to monitor progress and ensure accountability at every stage.

Delegations


Delegate tasks to relevant officials based on predefined business rules, optimising resource allocation.

Digital Signing

Implement digital signing for secure and efficient authorisation of final responses.

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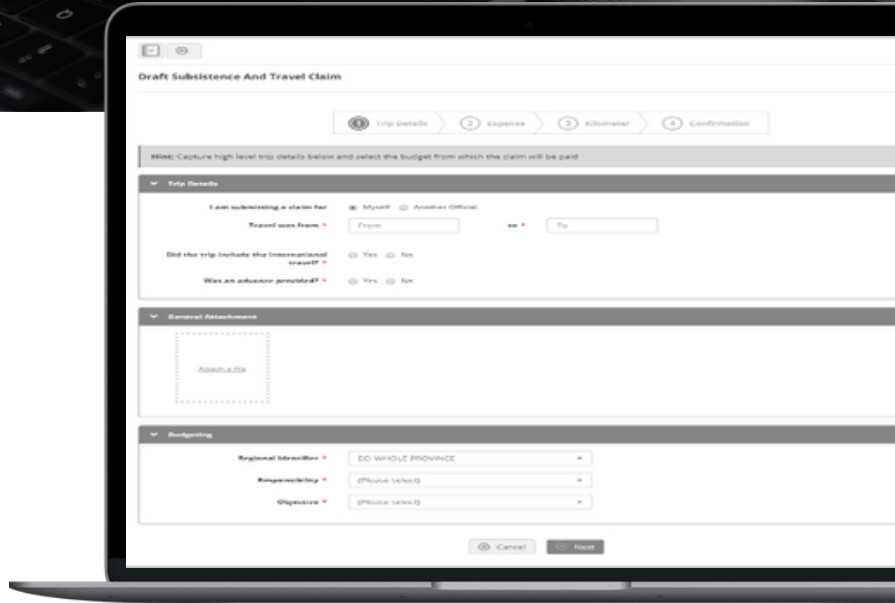
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SUBSISTENCE & TRAVEL CLAIMS



Save time and reduce errors, ensure compliance, accelerate reimbursements and optimise budget management.



Streamline and simplify the submission, processing, and reimbursement of Subsistence & Travel (S&T) claims, ensuring compliance and efficiency while eliminating errors and delays.

KEY FEATURES

Compliance Enforcement

Built-in checks to ensure claims comply with National Treasury policies.

Error Prevention

Eliminate errors due to manual calculations and verifications.

Budget Control

Prevent claim submission when no budget is available.

Google Maps Integration

Automatically generate and attach Google Maps to support Kilometer claims.

Automated Claim Calculations

Automatically calculate Allowance and Kilometer claim amounts based on pre-loaded DPSA and DoT tariffs.

Travel Booking Integration

Link expenses to previously approved travel bookings (Travel Booking module licensed separately).

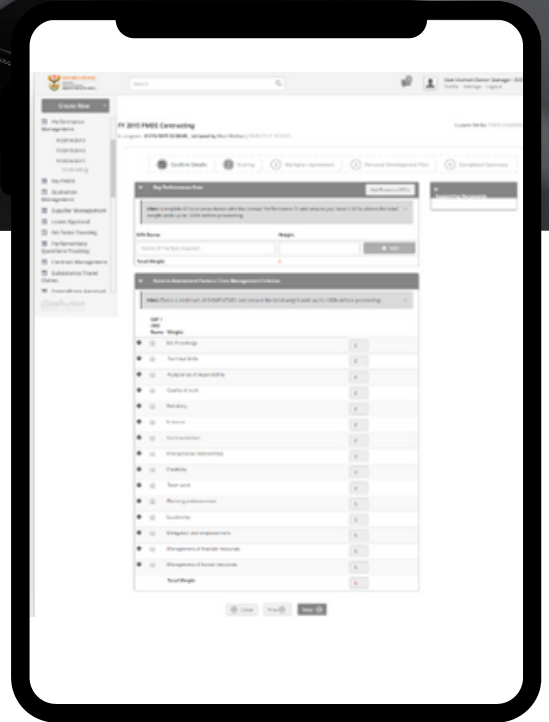
End-to-End Process Coordination

Streamline the approval and reimbursement process, capturing into BAS for faster reimbursements.

PERFORMANCE MANAGEMENT & DEVELOPMENT



Streamline and optimise your performance management process, ensuring compliance and efficiency while empowering your workforce.



Save **valuable time and resources** while promoting a culture of continuous improvement and development.

KEY FEATURES

Electronic Capture and Approval

Simplify workplan and assessment creation, review and approval with a streamlined electronic workflow.

Work Plan Generation

Generate professional, ready-to-use work plans in PDF format, eliminating manual effort and reducing errors.

Portfolio of Evidence

Easily attach supporting documents to assessments, providing a comprehensive view of performance.

Automated Notifications

Keep everyone on track with automated notifications and letters for outstanding work plans and assessments.

Excel Export

Seamlessly integrate appraisal data with other processes, such as bonus calculations.

Shorter Turnaround Times

Accelerate the entire performance management cycle, driving efficiency and productivity.

Consistent Policy Enforcement

Ensure fair and equitable application of the PMDS policy across the organisation.

Management Reports and Analysis

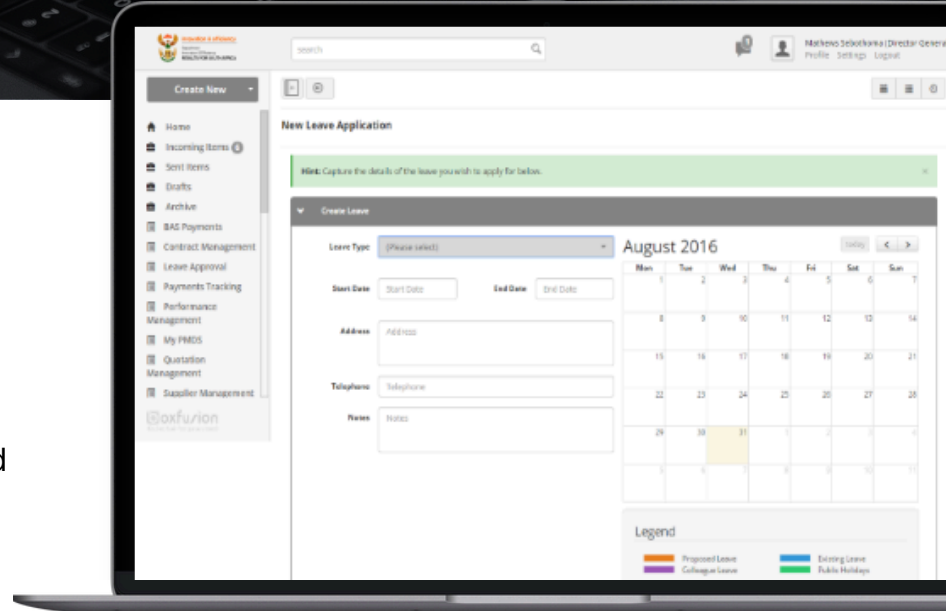
Gain valuable insights with detailed reports, ensuring compliance and identifying areas for improvement.

SMARTGOV FOR ADMINISTRATION

eLEAVE



Streamline and automate leave management processes for improved efficiency, compliance and employee satisfaction.



Eliminate manual errors, reduce administrative burden and ensure adherence to leave policies, resulting in significant time and cost savings.

KEY FEATURES

Leave Credit Validation

Prevent leave applications that exceed available leave credits, ensuring accurate leave balances.

Policy Enforcement

Enforce compliance with DPSA and Departmental Leave Policies, including mandatory documents, the "eight-week rule," and special leave credits.

Loss Prevention

Eliminate the risk of losing leave forms and associated financial implications.

Remote Approval


Enable supervisors to recommend and approve leave remotely, reducing approval delays.

Mobile Accessibility

Allow employees to apply for leave through their mobile devices, enhancing convenience.

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SMARTGOV FOR ADMINISTRATION

eRECRUITMENT

Recruitment significantly reduces administrative burden and accelerates the recruitment process.



It automates repetitive tasks, centralises candidate data and facilitates seamless collaboration between HR teams and hiring managers.



This allows administrators to focus on strategic initiatives and attract top talent to the public sector.

Streamline and modernise your government's recruitment process
with SmartGov for Admin - eRecruitment.

KEY FEATURES

PERSAL Integration

Seamlessly connect with PERSAL (Personnel and Salary System) for real-time employee data and automated updates.

CSD Integration

Effortlessly verify candidate qualifications and experience against the Central Supplier Database (CSD) to ensure compliance and mitigate risks.

BAS Support


Streamline the Budgeting and Accounting System (BAS) processes by automatically capturing and tracking recruitment expenditures.

AD Integration

Simplify user management and access control by leveraging Active Directory (AD) integration for secure authentication and authorization.

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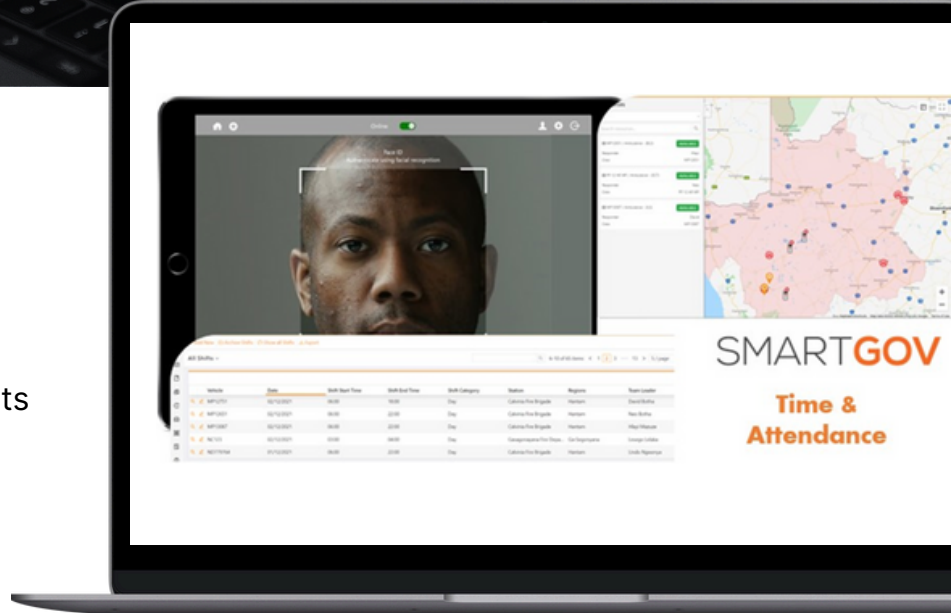
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TIME & ATTENDANCE



Eliminate time-consuming manual processes, reduce errors, and gain valuable insights into employee attendance with SmartGov's automated Time & Attendance module.



Improve workforce productivity and optimise labour costs through efficient time tracking, streamlined scheduling and seamless payroll integration.

KEY FEATURES

Shift Management

Easily create, schedule and manage employee shifts.

Workforce Management

Centralise employee information, track leave and monitor attendance.

Automated Time & Attendance

Effortlessly track employee hours with accurate clock-in/out data.

Facial Recognition/Biometric Login

Ensure accurate identification and prevent time theft.

Timesheet and Payroll Integration

Streamline payroll processing with automated timesheet data.

SMARTGOV FOR ADMINISTRATION

SUPPLIER MANAGEMENT



Streamline and centralise your supplier management process, saving time, reducing risk and ensuring compliance with regulations.

Gain efficiency and control over your supplier interactions, from **registration to performance evaluation, with automated workflows and real-time data access.**

KEY FEATURES

Automated Supplier Registration

Simplify and accelerate the onboarding of new suppliers with digital forms and automated verification checks.

Automated Compliance Checks

Ensure adherence to legal and regulatory requirements with seamless integration with SARS, CIPC, and National Treasury databases.

Document Management & Expiry Notifications

Securely store and organise all supplier documentation and proactively receive alerts for upcoming expiry dates.

Supplier Self-Service Portal: Empower

suppliers to maintain their own information and documents, reducing administrative burden.

Supplier Commodity & Operations Management

Efficiently categorise and track supplier offerings and service areas for targeted sourcing.

BBBEE Compliance & Reporting


Align with the latest Black Economic Empowerment regulations and generate detailed compliance reports effortlessly.

Supplier Performance & Blacklisting

Track and evaluate supplier performance and easily blacklist non-performing suppliers.

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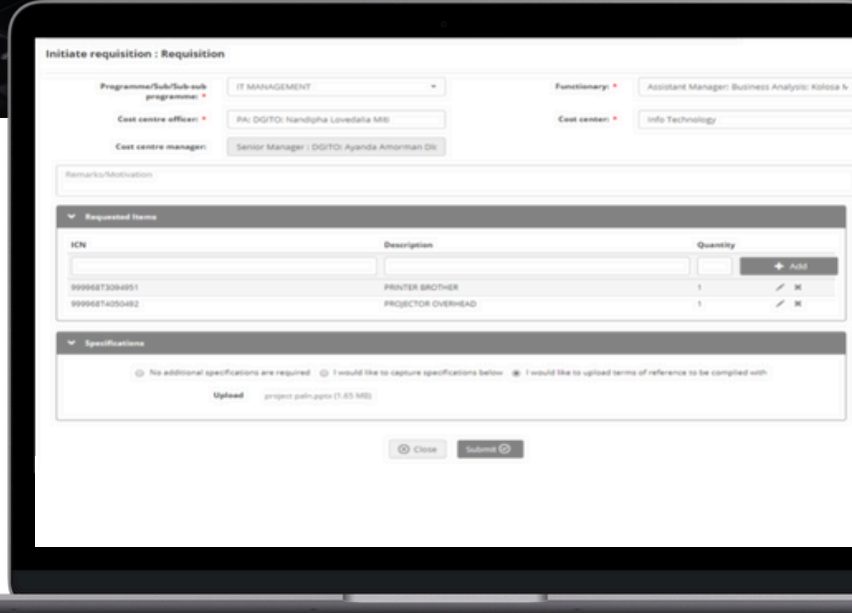
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SMARTGOV FOR ADMINISTRATION

QUOTATION MANAGEMENT



Accelerate procurement, reduce errors and ensure adherence to SCM policies, freeing your team to focus on strategic initiatives.



Streamline your procurement processes, enforce compliance and gain valuable insights into spending with SmartGov's automated Quotation Management module.

KEY FEATURES

Digitise Requisition and Approval

Eliminate paper forms and manual approvals for a faster, more efficient process.

Automated RFQ Generation

Create and distribute RFQs seamlessly via email or fax, saving time and effort.

Scan and Store Responses

Centralise supplier responses for easy access and review.

Track Supplier Responsiveness

Identify and exclude unresponsive suppliers to streamline future RFQs.

Enforce Compliance

Automatically exclude blacklisted or non-compliant suppliers and ensure supplier rotation.

Budget Integration

Prevent procurement without available funds through seamless integration with your BAS system.

Automated Comparative Assessments and Approvals

Generate assessments and route them for approval based on delegation levels, ensuring transparency and accountability.

Speed Procurement

Reduce turnaround times, enabling line functions to execute their mandates more effectively.

Analyse Spending

Gain insights into spending patterns by commodity, supplier and region to inform strategic decisions.

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SMARTGOV FOR ADMINISTRATION

BID MANAGEMENT



Streamline and optimise your bid management processes with SmartGov, ensuring transparency, compliance and efficiency from procurement initiation to contract signing.

Save time and resources, reduce risk & ensure compliance and improve decision-making.

KEY FEATURES

Initiate Procurement and Obtain Approval

Streamline procurement initiation and obtain necessary approvals efficiently.

Track Supplier Responsiveness

Identify and exclude unresponsive suppliers to streamline future RFQs.

Automated Comparative Assessments and Approvals

Generate assessments and route them for approval based on delegation levels, ensuring transparency and accountability.

Scan and Store Responses

Centralise supplier responses for easy access and review.

Develop and Finalise TOR and Advertise

Develop and finalise Terms of Reference (TOR) and advertise bid opportunities seamlessly.

Enforce Compliance

Automatically exclude blacklisted or non-compliant suppliers and ensure supplier rotation.

Speed Procurement

Reduce turnaround times, enabling line functions to execute their mandates more effectively.

Evaluate Bids (Bid Adjudication (BAC) and Bid Evaluation (BEC))

Manage bid adjudication and evaluation processes with transparency and consistency.

Budget Integration


Prevent procurement without available funds through seamless integration with your BAS system.

Analyse Spending

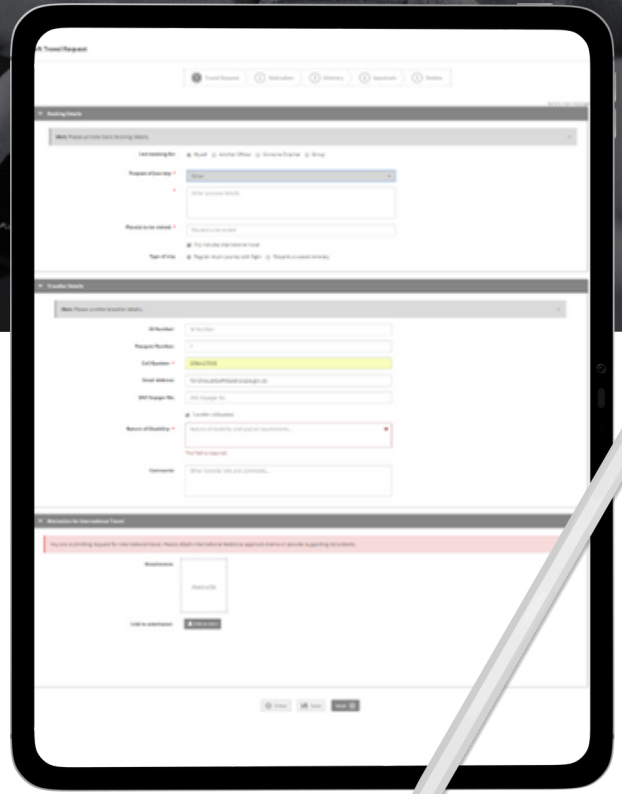
Gain insights into spending patterns by commodity, supplier and region to inform strategic decisions.

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TRAVEL BOOKING



Streamline and simplify the travel booking process, ensuring compliance and efficiency while saving valuable time for administrators and travellers.

Eliminate manual processes, reduce errors, and enforce travel policies, freeing administrators to focus on strategic initiatives.

KEY FEATURES

Simplified Travel Requests

Capture travel requirements through an intuitive online form that automatically pre-fills traveler information and preferences.

Budget Checks

Validate budget availability before completing a booking to ensure financial compliance.

Policy Enforcement

Automatically enforce travel policies (e.g., class of travel and car groups) to eliminate non-compliant bookings.

Expedited Approvals

Attach necessary motivations and expedite approvals from supervisors and budget owners.

Streamlined Quotes

Simplify the process of obtaining, revising and accepting quotes from the Travel Agent.

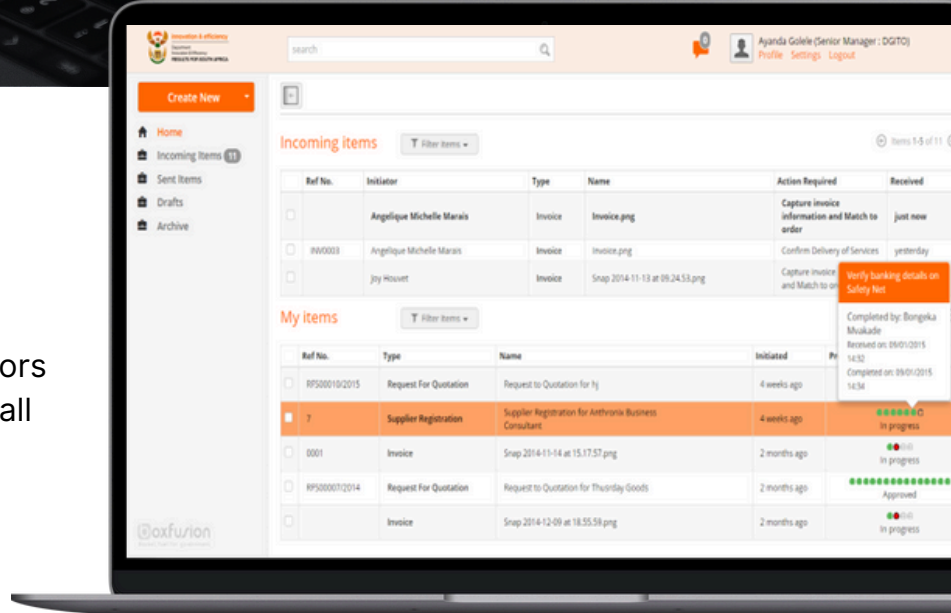
Automated Notifications

Keep travellers informed with automatic notifications upon approvals and completion of bookings.

PAYMENTS & INVOICE TRACKING



Streamline your payments process, eliminate manual errors and ensure timely payments, all while maintaining complete financial control.



Say goodbye to paper invoices and manual data entry. SmartGov for Admin digitises your invoice workflow, saving you time and reducing errors.

KEY FEATURES

Scan & Upload

Easily capture invoices and supporting documents for a fully electronic process.

Automated Invoice Matching

Eliminate manual matching errors and speed up invoice acceptance.

Budget & Invoice Verification

Ensure budget availability and accurate invoice amounts.

End-User Accountability

Require proof of delivery before authorising payments.

Delegation-Based Approvals

Enforce strict financial controls with clear approval workflows.

Payment Monitoring

Track payment processes and ensure adherence to 30-day payment deadlines.

Automatic Notifications

Keep service providers informed of invoice acceptance and payment status.

SUBSISTENCE & TRAVEL



Streamline your S&T claims process and ensure adherence to regulations. SmartGov for Admin empowers efficient and accurate reimbursement.

Effortless Claim Submission: Automate calculations, eliminate manual errors and accelerate reimbursement.

KEY FEATURES

Automated Calculations

Pre-loaded tariffs for accurate allowance and kilometer claims.

Policy Enforcement

Built-in compliance checks to adhere to National Treasury regulations.

Google Maps Integration

Auto-generate maps to support kilometer claims.

Google Maps Integration

Auto-generate maps to support kilometer claims.

Error & Delay Prevention

Eliminate manual calculation and verification issues.

Budget Control

Prevent submissions when no budget is available.

Travel Booking Integration

Link expenses to approved travel (separate module).

End-to-End Coordination

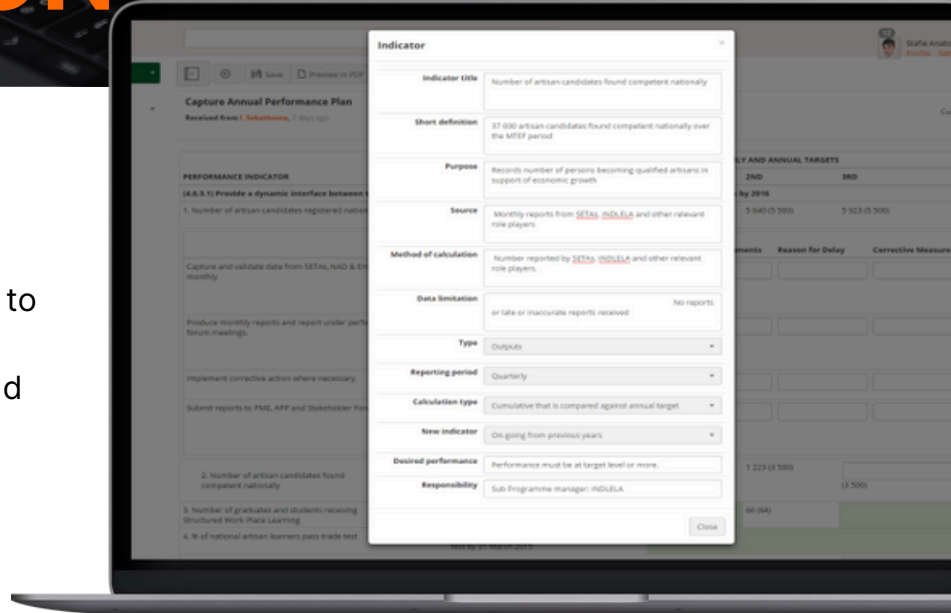
Streamline approvals and BAS capturing for faster reimbursement.

SMARTGOV FOR ADMINISTRATION

STRATEGY PLANNING, MONITORING & EVALUATION



Empower your administration to seamlessly align strategic objectives, track progress, and ensure accountability with SmartGov's comprehensive solution.



Gain real-time insights into your department's performance, enabling agile decision-making and data-driven governance.

KEY FEATURES

Strategic Alignment

Capture and manage your APP Strategic Objectives and performance indicators in one centralised platform.

Clear Accountability

Define reporting responsibilities and automate reporting schedules for streamlined performance tracking.

Data-Driven Evidence

Enforce the uploading of a portfolio of evidence when reporting, fostering transparency and accountability.

Quality Assurance

Integrate Quality Assurance checks within the reporting process, maintaining data integrity.

Performance Insights

Capture and analyse deviation reasons for targets not achieved, driving continuous improvement.

Real-Time Monitoring

Access dashboards tracking reporting compliance and delays, enabling proactive issue resolution.

Comprehensive Overview

Gain an up-to-date view of Departmental performance at any given time, facilitating informed leadership.

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SMARTGOV FOR ADMINISTRATION

CONTRACT MANAGEMENT



Streamline and centralise your contract management processes for enhanced efficiency, visibility and compliance.

Accelerated Contract Authoring, improved Contract Monitoring
Reduced Risk.

KEY FEATURES

Template-Based Contract Generation

Create contracts from standard templates to save time and ensure consistency.

Collaborative Workflow

Manage the contract creation and revision process with ease, from initiation to sign-off.

Milestone & Deliverable Tracking

Monitor contract progress and ensure timely delivery.

Payment Integration

Link payments to deliverables for seamless financial management (requires separate module).

Automated Reminders

Receive alerts for key contract events, such as renewals and expirations.

Centralised Visibility


Gain a comprehensive view of all contracts and their status.

Document Repository

Securely store and easily search all contract-related documents.

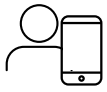
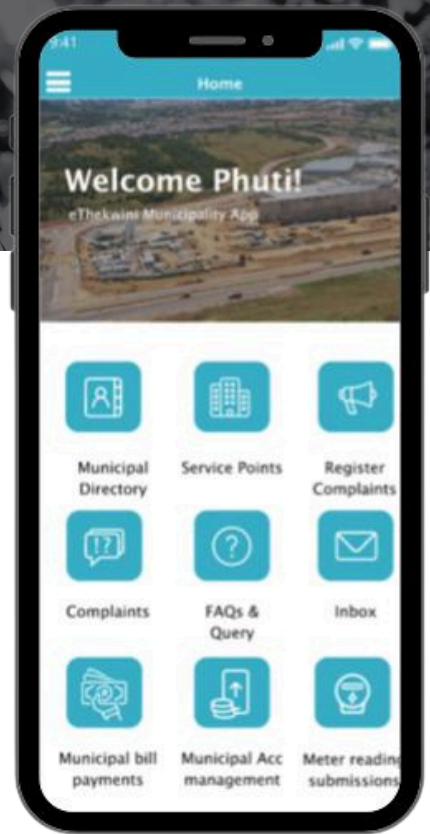
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SMARTGOV FOR CITIZENS

SMART CITIZEN



Smart Citizen transforms how citizens interact with government, placing essential information, streamlined communication and interactive tools at their fingertips.

Allow citizens to enjoy a more **transparent and convenient government experience**, empowered to make informed decisions and actively contribute to their community's improvement.

KEY FEATURES

Streamlined Service Management

Report service incidents, track their progress and receive updates in real-time.

Informed Decision-Making

Access facility and service ratings to guide your choices and share your feedback.

Stay Connected

Receive important updates, participate in surveys and find essential contact information effortlessly.

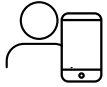
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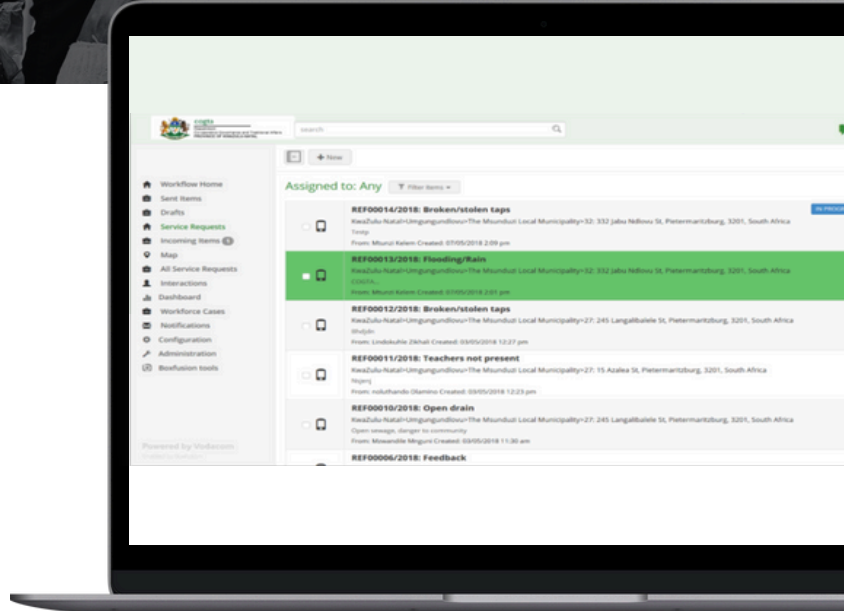
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SMARTGOV FOR CITIZENS

SMART SERVICE



SmartService is a multi-channel contact centre solution providing agents with centralised visibility, tracking and resolution of all service requests from citizens.



Allow citizens to experience prompt and personalised support across their preferred communication channels, resolving inquiries and requests efficiently.

KEY FEATURES

Multi-Channel Contact Centre

Interact with government seamlessly through phone, email, web chat, social media and mobile apps.

Efficient Resolution

Seamlessly assign tasks to the appropriate department, track progress in real-time and accelerate solutions for faster responses.

Centralised Request Hub


Streamline service intake across all channels, eliminating confusion and ensuring requests are addressed promptly.

Engaged Citizens

Keep citizens informed with timely updates and close the communication loop with feedback on their inquiries.

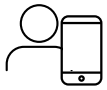
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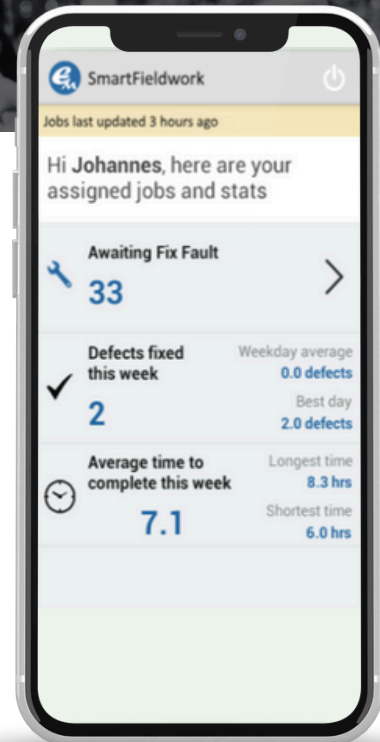
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SMARTGOV FOR CITIZENS

SMART FIELDWORK



Smart Fieldwork is a mobile app that streamlines field operations, boosting efficiency and accountability, leading to improved citizen services.



Smart Fieldwork **empowers field teams with a user-friendly smartphone app** that simplifies task management and data collection, enabling them to focus on what truly matters - serving citizens.

KEY FEATURES

Streamlined Task Assignment

Dispatch tasks instantly and optimise routes to minimise travel time and maximise productivity.

Effortless Evidence Collection

Capture photos, notes and GPS data to verify job completion and ensure transparency.

Improved Resource Management

Make informed decisions based on real-time field data, ensuring efficient resource allocation and improved service delivery.

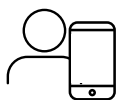
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SMARTGOV FOR CITIZENS

SMART INSIGHTS



Smart Insights is a reporting tool senior officials and management can use to monitor requests, track the efficiency of the resolution process and identify trends for improved planning.

Smart Insights empowers your government to **transform citizen data into actionable insights**, driving service excellence and informed decision-making.

KEY FEATURES

Intuitive Reporting

Access customisable reports and dashboards that visualise key metrics and trends.

Actionable Data

Drill down into specific service requests to identify areas for improvement.

Trend Analysis


Track performance over time and identify opportunities for proactive problem-solving.

Data-Driven Decisions

Make informed decisions based on real-time insights and historical data.

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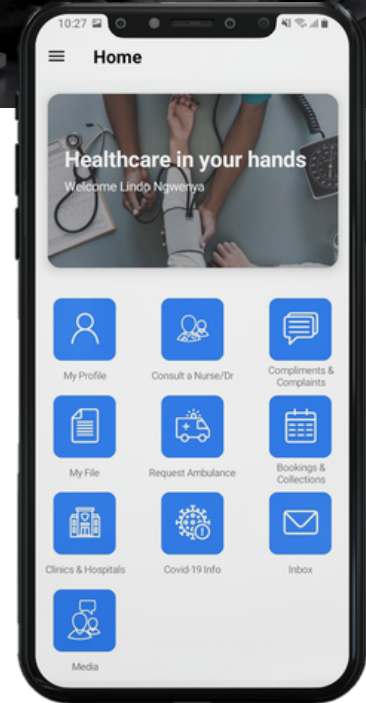
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SMARTGOV FOR HEALTH

MPILO CITIZEN ENGAGEMENT APP



Mpilo is your SmartGov solution for a connected and responsive healthcare system.



It empowers citizens, streamlines healthcare management, and enables effective response to public health emergencies.

KEY FEATURES

Enhanced Citizen Engagement

Citizens have a direct line to healthcare facilities and management for complaints, compliments, suggestion and ambulance requests.

Improved Healthcare Access

A centralised healthcare directory simplifies finding contact details for facilities and management.

Efficient Inventory Control


Manage stock levels, orders and usage, ensuring healthcare facilities have the resources they need.

Effective Outbreak Response

Covid-19/Disease outbreak features include citizen self-screening, mass screening, contact tracing and monitoring for individuals under investigation, in isolation facilities or hospitalised.

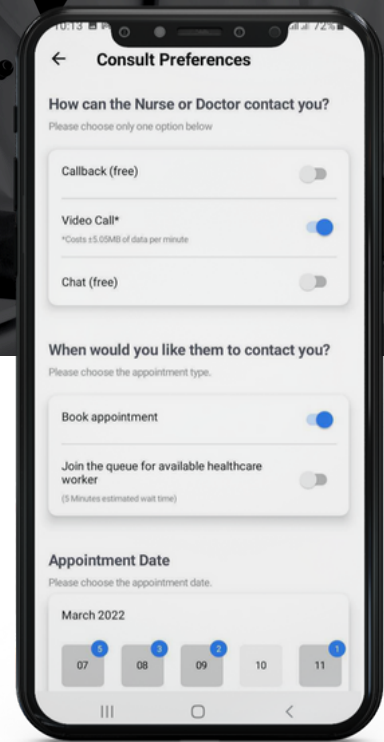
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SMARTGOV FOR HEALTH

TELEMEDICINE



Revolutionising healthcare access and patient empowerment through a secure, accessible and efficient digital platform.

Break down geographical barriers and **enable remote consultations for improved healthcare access**. Reduce wait times and travel expenses, making healthcare more convenient for patients.

KEY FEATURES

Patient-Centric Tools

Electronic Health Records

Streamline healthcare access by enabling patients to complete their health records online.

Flexible Consultation Requests

Request consultations via voice call, chat or video call according to patient preferences.

Queue or Timeslot Options

Choose to wait in a queue or select a preferred consultation timeslot.

Healthcare Provider Tools

Consultation Modes

Conduct consultations according to patient preferences and switch modes as needed for greater flexibility.

Document Generation

Generate necessary documents such as consultation summaries, medical certificates and medication prescriptions, improving record-keeping and efficiency.

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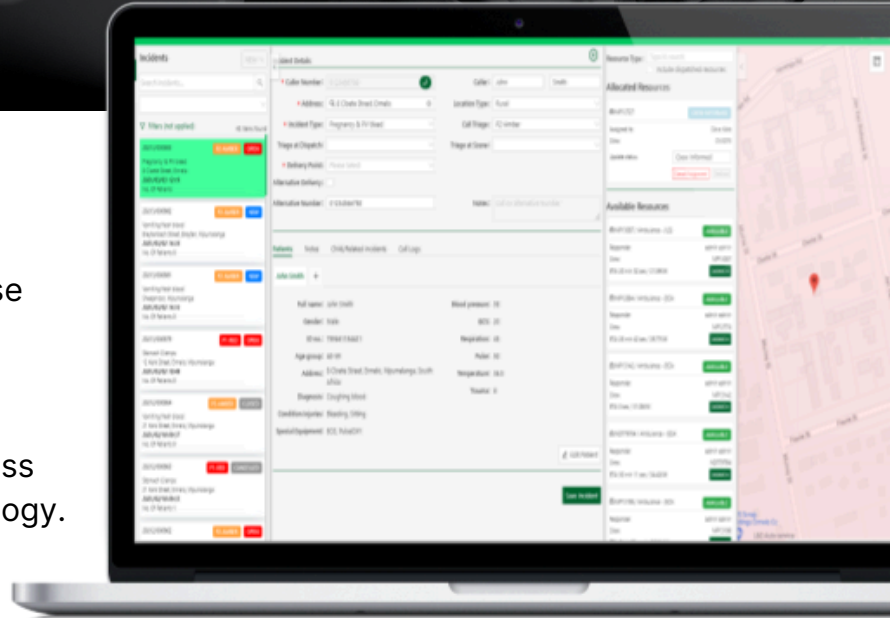
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SMARTGOV FOR HEALTH

COMPUTER AIDED DISPATCH



Revolutionise emergency response with SmartGov's Computer Aided Dispatch. Streamline operations, enhance efficiency and improve patient outcomes through seamless integration and advanced technology.



Automate ambulance dispatch, optimise routes and empower field personnel with real-time information for quicker, more effective emergency response.

KEY FEATURES

Web-Based Solution

Integrate with PBX for efficient call routing, incident management and fleet tracking from a central platform.

Mobile Responder Application

Equip EMS teams with real-time incident details, navigation and communication tools for enhanced situational awareness.

Patient Engagement Platform


Empower citizens to request ambulances directly through a user-friendly platform, reducing call volume and improving accessibility.

Facial Recognition Log-on

Enhance security and prevent system misuse with advanced facial recognition technology.

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