

ITWorx Creates Egypt Post Financial System Covering another Critical E-Government Service



Country:
Egypt

Industry:
Government

Customer:
Egypt Post

Executive Summary

A part of the e-government initiative, Egypt Post needed to automate all the financial service it offered to citizens and enterprises. ITWorx, Microsoft Gold Certified Partner, helped Egypt Post to transform its existing manual financial tracking operating system into an automated system that records the daily financial activities of each postal office and updates the opening balance of the following day. ITWorx developed Egypt Post Financial System to boost the performance and security of one of the most vital and spread financial institutions in Egypt; enabling effective decision making based on analytical reporting.

The Customer

Egypt Post is a subsidiary of the Ministry of Communications and Information Technology, providing financial and postal services to individuals and enterprises. Founded in 1865, Egypt Post has grown to support over 3,700 postal offices located throughout Egypt with more than 44,000 employees. Egypt Post financial services include: include Postal Saving Banks, Pension Payment, Post Cheques, Money Orders and Banking Letters.

The Challenge

Being the biggest Egyptian governmental financial institution, Egypt Post was bound to be coherent with the e-government strategy, as per the government agreement with Microsoft to automate governmental services.

The increase in the number of financial services offered by Egypt Post mandated controlling the financial transactions and extracting meaningful reports with measurable data. The existing manual financial tracking operating system was inefficient and failed to meet time and accuracy constraints. Egypt Post needed a solution to automate the financial processes and provide accurate, up-to-date, and easy means to manage information.

Technologies and Software

- Microsoft Internet Information Server
- Microsoft SQL Server
- Microsoft Reporting Server
- Microsoft .NET Framework
- Microsoft ADO.NET
- Microsoft ASP.NET
- Microsoft Visual C#

The Solution

ITWorx, Microsoft Gold Certified Partner, started a challenging excavation to fully understand the business and financial rules of Egypt Post, consolidate scattered data, and analyze how the customer requirements can best be addressed. ITWorx developed a system that automates the recording of daily financial activities of each postal office.

Egypt Post employees enter the financial transactions data to the system through a user friendly interface similar to the previously used manual data entry sheets. The system handles the monetary transactional data, calculates the services direct/indirect revenues, and updates the opening balance for the following day.

The system generates dimensional financial and evaluation reports that analyze the distribution of revenues among services, offices, or offices employees to help management in their decision making process. ITWorx developed the Financial System reports covering all financial aspects using Microsoft SQL Reporting Server, a relatively new technology with a limited pool of expertise at the time.

The system back-end allows administrators to manage different service settings easily including authentication, authorization, user accessibility rights, and financial calculation rules to minimize the probability of user error.

The Benefits

Boosting the performance of one of the most vital and spread financial institutions in Egypt

ITWorx system automated all financial transactions in all Egypt Post offices. Top management can now measure its financial performance using an intelligent matrix of financial data generated through reports. At any point in time, top management can investigate financial system reports to inspect performance, anticipate crisis situations, and try to overcome them.

Improving the security level of the financial transactions all over postal offices

Manual financial data entry and calculation was a difficult, erroneous process that subjected Egypt Post confidential data to threats of exposure and loss. The Financial System created by ITWorx controls users access and financial data flow to only concerned individuals as per restrict security and authentication rules; decreasing faults/mistakes probability at the different postal offices.

Enabling scientific decision making based on monitoring, comparing, and evaluating data

Egypt Post Financial System provides mounting business potentials. Egypt Post Financial System caters for the financial needs of its customers with more efficiency, speed, accuracy, and reliability; winning ultimate customer satisfaction in addition to increasing its customer base on daily basis.

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