

The First Open Source Customer eServices Management Platform

Idega Software Opens up its eGovernment Software

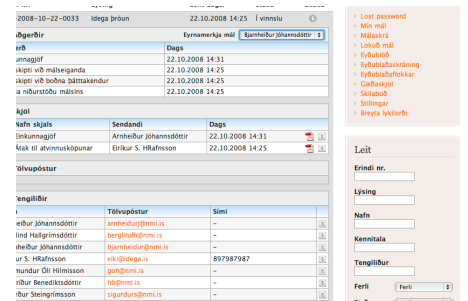
As the main supplier of eGovernment software solutions for the City of Reykjavik, Seltjarnarnes and other municipalities and government agencies around Iceland and Sweden for the last 10 years, IDEGA has built and evolved a cutting edge software suite for delivering eServices on multiple levels.

With the IDEGA platform and add-ons, municipalities, companies and governmental agencies can completely transform their public services and internal processes to eServices and make them paperless with IDEGA's support for electronic authentication and signatures.

The services for the customers improve, the carbon footprint reduces and the cost savings can be huge.

IDEGA has decided to offer its core software platform as Open Source Software making it free to use for anyone and to customize.

This suite of core products include the browser based tools to setup up multi lingual portals with interactive forms connected to business processes that are visualized with our eServices management system.



MAIN COMPONENTS

FORM BUILDER

PORTAL DESIGNER AND CMS

BPM ENGINE AND TASK SYSTEM

INTERACTIVE CASE LOG

ESERVICES REGISTRY

CUSTOMER MY PAGES

Customer eServices Management



CeSM or Customer eServices Management is a term coined by Idega Software to describe a new type of software that lies in the realm of CRM (Customer Relationship Management), eGovernment and BPM (Business Process Management). Similar to CRM its purpose is to manage the relationship with the customer but in a much more interactive way and makes it easy to create new eServices. The customer becomes the driving force in the process and reduces the workload for the company but gets a better service at the same time, delivered to him on different platforms from the web to mobile to IPTV television. For more information visit <http://www.idega.com>.

IDEGA

...is an integration platform at heart. It wouldn't be so advanced if not for all the great open source project integrated into it.

The platform brings together the best of the open source world with the best of proven commercial software into one package.

In the IDEGA platform there are over 90 open source projects and libraries enabling us to create compelling software for e.g. generating reports, office documents and pdf's, to support almost any database out of the box, to make drag and drop interfaces and other web 2.0 features, to talk to financial systems, to run business processes, to enable mobile interfaces, to make anything searchable, to support version based document management, etc...

CMS/DMS

- Web 2.0 Portal Builder
- User, Group management
- Advanced security
- Document management
- Theme-able
- Component based
- Completely localizable
- Remote drive access

FORMS

- Web 2.0 XFORMS builder
- Style-able and interactive
- Save-able forms
- Plug-able
- Reusable components
- PDF export
- Multi data sources
- Versioning and live update

PROCESSES

- BPM Engine based on JBOSS jBPM
- Visual designer
- XFORMS integration
- Case log integration
- DMS integration
- Versioned processes
- Update-able

Case Log

- Complete over view of running processes and cases
- Unified interface for tasks, documents, emails, messages and relevant contacts of cases.
- Very flexible access control for all resources
- BPM or coded processes
- Built in comments component with attachments, monitoring and RSS support
- Excel export
- Search
- Metrics reports

eServices

- Supports XForms, XForms BPM, Links to html and PDF forms and coded processes
- eServices category management
- Access controllable for different target audiences
- Open or registration required services
- Publishing
- Style-able

My Page

- An interactive start page after login
- Multiple new user registration modules depending on the available customer information
- Ready to use My Page site tree for customers and staff members
- Routable by roles
- Case log
- Messages view
- Widgets e.g. weather information, video, rss viewer

Open Source and Commercial add-ons

IDEGA offers a variety of eGovernment solutions as open source and commercial add-ons to the platform

Example add-ons and processes that are available include:

- Digital signatures and PKI auth.
- Car Parking Control
- Company eServices
- Primary school registration
- Music school registration
- Kindergarten registration
- School meals handling
- Child activity sponsors system
- Complaints/Suggestion handling
- Real estate tax component
- Committee processes
- Grant application handling
- Tender process handling

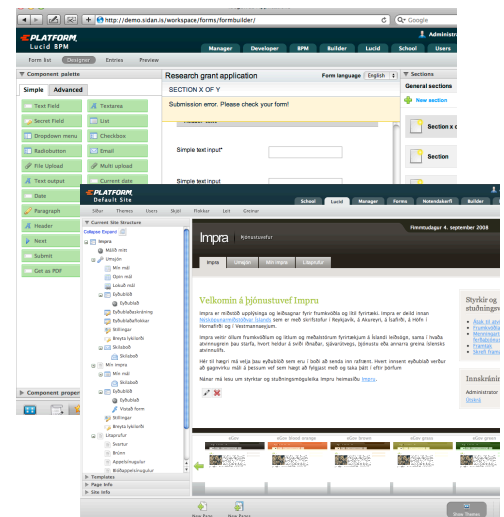
IDEGA will also be opening a community portal around the product promoting open source and commercial add-ons we and other entities make for the use of the community. There you

will find new BPM processes, CMS components, themes, ready to use forms, support forums and much more!

Open software but Commercial Support

IDEGA follows in the footsteps of Open Source giants such as JBOSS, RedHat and MYSQL in opening their commercial quality software to the public and transforming its business to a service oriented company.

Using open source software in mission critical applications without reliable support is at best very risky. Therefore IDEGA's open source offering is backed up by the commercial support, service level agreements and integration and customization services that you need.



IDEGA is used for...

- eGovernment
- Portals
- Sports Membership management
- Sports tournament systems
- Travel booking
- Online sales
- Consumer complaints handling
- Grant application handling
- Tenders handling
- Church management
- Campus apartment management
- And much more...