

CASE STUDY

Québec



Business Services

The Department of Economic Development, Innovation and Export Trade chooses SmartGuide to improve the quality and cost-effectiveness of its service delivery

CHALLENGES

- » Reduce the cost of service delivery
- » Improve service quality
- » Reduce the administrative burden

SOLUTION

- » Single access point to deal with 57 departments and agencies
- » Guided searches that provide 100% relevant results
- » Automated form-filling assistance

RESULTS

- » Service delivery costs reduced by 97.5%
- » Time required to find all the formalities to comply with reduced from 2 weeks to 5 minutes
- » Marked improvement in compliance rates thanks to advanced validations and calculations

AWARDS

- » Winner of the IBM Top Star Award for the best e-government solution at the 2006 PartnerWorld convention
- » Recognized by the OECD as a best practice in its «E-government for better government» report

According to a report by the Quebec advisory group on regulatory streamlining, more than 17 million formalities resulting from over 450 statutory requirements are imposed on businesses every year. In an effort to reduce the administrative burden, the group offered 44 recommendations, including a two-year moratorium on all new administrative requirements (permits, reports, forms, etc.) as well as a 20% reduction on the number of requirements listed.

Armed with these findings, the department of Economic Development, Innovation and Export Trade (MDEIE) set out to improve the services it offered businesses by providing them with a user-friendly website to help them navigate the maze of formalities.

Reduced administrative burden

A solution based on the Alphinat SmartGuide software suite allowed the MDEIE to simplify access to products and services offered by different departments and agencies through a single access point. The solution provided businesses with self-service tools to help them find and comply with formalities that greatly reduced the administrative burden in dealing with government.

Alphinat helped the government unify information and processes from 57 departments and agencies into a single user-friendly process available from their portal. Traditionally, business owners had to navigate as many information silos as there were departments or agencies involved in their task at hand, be it searching for information or completing a permit application.

The solution then allows automating the processing of these formalities starting with a unified data entry system, dynamic population of PDF forms, data routing to the departments and agencies' back-end systems and a virtual dashboard for businesses to keep track of their dealings with government.

The SmartGuide software suite made it possible to create this single access point while allowing departments and agencies to maintain complete control over their content and processes.

With the help of SmartGuide Designer, non-technical workers can create and update interactive web dialogues that include validation rules, calculations, field visibility and relevance rules and the ability to communicate with external systems and applications.

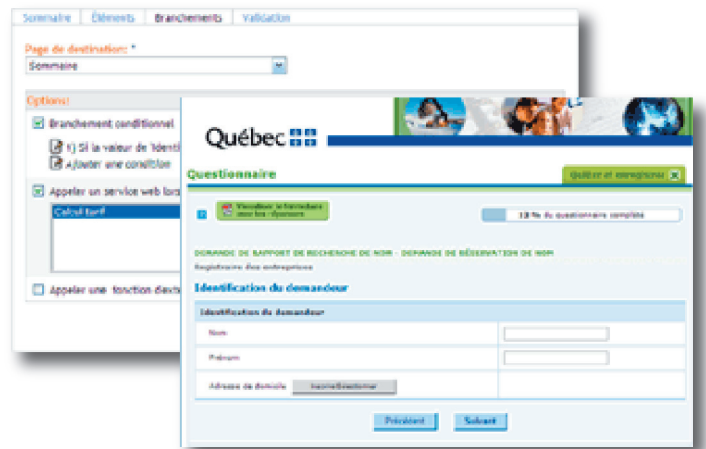
Conclusive results

The government portal met with conclusive results as soon as it launched. Government studies showed that prior to the implementation, it took entrepreneurs an average of 2 weeks to find all the formalities they had to comply with when starting a business. With the help of Alphinat SmartGuide, that delay was reduced to 5 minutes and all errors were eliminated.

Another study showed a great reduction in the cost of service delivery: in-person transactions cost the government an average of \$44, mail-ins \$38, transactions over the phone \$8, while internet transactions cost them less than \$1.

In addition, during the implementation of the portal, significant modifications to an agency's forms caused a change in requirements that would have added 3 weeks of work using traditional development tools. Using the SmartGuide suite, less than a half-day was required to integrate the new requirements.

Furthermore, a study by Revenu Québec estimated the cost of producing 200 dynamic forms (PDF forms that can be filled onscreen) at \$2 500 000 (two million five hundred thousand dollars) a year. The complete SmartGuide solution allows the Quebec government to automate the processing of formalities at a lesser cost.



Indeed, the next phase of the implementation revolved around helping businesses comply with formalities and fill out forms without any data duplication and by only asking them for information that was relevant to their situation. It represented a first step for the government of Quebec toward integrating the services offered by its many departments and agencies.

Conclusion

Alphinat SmartGuide played a major role in helping the department of Economic Development, Innovation and Export Trade realize its vision of a simpler government. The portal that was implemented greatly simplifies dealing with government by quickly guiding businesses to the information they need to know and by helping them comply with formalities through a single, user-friendly process. This approach greatly favors user adoption of self-service tools – a sine qua non condition needed to reap the full benefits of e-government.

FOR MORE INFORMATION

Please visit www.alphinat.com/en/solutions/government/ and ask for a personalized demonstration or call us toll-free at 1 (877) 773-9799 for more information.

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