



Information Technology Solutions for

# Public Sector

**Emerio** is committed to help governments and public service organizations implement quality and robust solutions for their multi-faceted challenges. The consistent quality and operational efficiencies delivered through the blend of Business Consulting, Technology and Management has encouraged clients to nurture long-term relationships with us.

We help to design, develop and implement Line of Business (LOB) applications needed by the public sector to achieve better efficiency, control and governance. These solutions provide the public sector a business platform that enable agility and compliance essential in today's eGovernment.

## Delivering Service Excellence for Gov.SG

Emerio, a Singapore based NTT Communications company offering IT Services and Outsourcing solutions has been working as a trusted partner for more than 30 Singapore government bodies and self-help groups for over a decade.

Emerio has delivered services to the government agencies for their Application Development, Implementation and Support, Infrastructure and Application Managed Services, Business Intelligence Services and Professional Services Consulting needs.



## Public Sector Showcase

### **Integrated Waste Management System**

Application re-engineering from a legacy mainframe system to the cutting edge, .Net based web solution for NEA. The System provides real time, financial and refuse disposal information about waste collectors. Also offers various e-Services to Waste Collectors to view their transaction and statements online.

### **Central Authorization Hub**

As part of the SOA journey for JTC, the solution provides centralized user access authorization control, ease of tracking and auditing for access control as well as user friendly reports for analysis of information access.

### **IT Services Application**

The system offers configurable workflows to manage IT operations like Help desk, Service Requests, Change Requests, Risk Assessment amongst others. It also allows tracking of Service Level Agreements and provides better auditing and compliance controls.

### **Employee Self-Service Solutions**

The system involves the migration of Lotus Notes Domino based HR applications (ie Leave, Claims and Training) for an enterprise that could work with SAP back end. The solution was built on a process driven architecture using K2 Black Pearl and catered to a host of complex but configurable workflow scenarios.

### **System of Business Information**

A showcase of migration of Lotus Notes Based applications to a web-enabled platform like SharePoint, it provides a collaboration platform for the users to jointly participate in creating Processes, Policies and After Action Reviews, a central repository of Business Information like Glossary, Presentations, Guidelines and Community of Practice workspace for people to share their ideas, news and documents.

Application Services • Infrastructure Services • Business Process Outsourcing



## Application Services

When working with Emerio, our client gets the full benefit of our experience and knowledge with business technology solutions. We help our clients enhance their solutions as their business needs change and grow, through our innovation, process management and use of cutting edge technology.

We understand our clients business needs comprehensively. A thorough analysis and testing facilitates the building of stable and scalable solutions that effectively address the requirements. Our customized solutions help clients in achieving the desired organizational performance and give them a quick return on investment.

## Areas of Operation

### Application Development Services

- Customized Application Development
- Portals and Collaboration Services
- Mobile Application Services
- Content Management Services
- Testing and Quality Assurance Services

### Application Management Services

- AMS Consulting Services
- Application Helpdesk Services
- Production Support Services
- Maintenance Support Services

### Transformation and Modernisation Services

- Application Modernisation Services
- Business and IT Process Transformation
- SOA and Integration Services

## Our Value Proposition

### People

- **Hand picked teams** for project execution
- Good **domain knowledge**
- **Certified** project managers and team
- **Strong delivery commitment** by management

### Process

- **Proven** project management **methodology**
- Focus in **improving business processes**
- Independent **QA and documentation** teams
- **ITIL approach** to service delivery

### Technology

- Employ cutting edge **technology**
- **Configurable** systems to adapt to change
- Application Lifecycle Management using **best practices & tools**
- **Right shored** delivery framework
- Strong **partnerships** with technology vendors

SQL Server    Embedded System    Black Pearl  
MOSS 2007    Business    K2.Net  
SAP .NET Connector    **Innovation**  
Agile Web Services    Testing    Technology  
Cutting-edge    SilverLight    Quality  
Database    SDLC    **Technology**    SOA  
Sharepoint 2010    Waterfall    ITIL  
RIA    .NET Framework 3.5    interfaces  
Process Management  
Integration    Team Foundations Server    Workflow  
Lotus Notes Domino    Microsoft Surface    RFID

## Alliances and Partners



## Reach Us

Emerio (Head Office)  
Emerio House,  
50 Ubi Crescent #01-05  
Ubi Tech Park, Singapore 408568  
Tel: (65) 6349 2999  
Fax: (65) 6349 2966  
Email: [info@emeriocorp.com](mailto:info@emeriocorp.com)  
Website: [www.emeriocorp.com](http://www.emeriocorp.com)



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