

Reference

Indian local urban body goes fully digital

First local urban body to adopt an integrated digital solution

Atos

About the client

The client is a local urban body in the state of Maharashtra, India. The Corporation renders its services to more than 4 million citizens residing in the area. Quick in adopting the new technologies, they have already won many national level awards, state level recognition and accolades from the central ministry too.

At a glance

The urban body was looking to migrate its IT systems to drive a digital governance with paperless operations, real-time insights, and citizen-first services. It partnered with Atos for this digital transformation to boost efficiency, trust, and transparency while setting a benchmark for other corporations.

Outcomes

- **Complete business transformation** on single platform
- **Transparency** and **improved services to citizens**
- **360-degree panoramic mapping** of the entire city for effective governance along with LiDAR survey of all the properties with an outstanding accuracy of up to 5 cms
- **Change detection and monitoring** through satellite data images
- **Near real time planning, execution and inventory** of all the assets

Challenges

Trading homegrown solutions for cutting edge technology

The Maharashtra urban body had been using a homegrown solution since 2010. However, this was not aligned to its vision of becoming the leading corporation in India. It aimed to do this by leveraging next-gen technology with a paperless office. In an effort improve its tax computation net to address inflation — this was an important source of revenue for the corporation.

Solution

Going digital: From silos to a single platform

Atos and its consortium partner M/S Nascent collaborated to develop 33 applications consolidated onto a single platform. These modules were categorized into four groups: SAP, GIS, document management system (DMS), and non-core modules.

A key challenge was in driving adoption of the changes being deployed across the corporation. Additionally, the traditional government style of working among employees caused significant delays in implementation.

To overcome this, a top-down approach was adopted, which ultimately ensured the project's successful rollout and completion.



Improved governance for enhanced services

The project delivered a complete business transformation by consolidating operations on a single platform, enabling **paperless offices, transparent services, and easy digital tracking.**

Citizens benefited from **lesser visits to the offices, faster services, and mobile app access** for anytime navigation.

A 360° panoramic city mapping with LiDAR (5 cm accuracy) and satellite-based change detection

improved governance, identifying and abolishing 25% of illegal constructions.

Real-time planning, execution, and asset inventory enhanced operational efficiency, while cash collections rose by 20%.

With measurable **cost savings, improved trust, and enhanced citizen experience**, the initiative became a role model for other corporations.

Find out more

Atos combined its deep understanding of the client's legacy systems and processes with extensive public governance expertise to deliver an integrated, end-to-end solution.

Its end-to-end experience in SAP, GIS and DMS, along with dealing with government agencies around the globe in public sector was a key driver in this project's success. Additionally, its organizational change management practice was a huge differentiator since this was very important in government employees embracing change.

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Let's start discussion together



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