



# IT services and solutions for eGovernment

**Ness Technologies** is a leading provider of comprehensive information technology solutions and services. We have been operating on European markets, particularly in Central and Eastern Europe, since 1990 and we have extensive know-how regarding the eGovernment based on global experiences as well as local experts in this sector. We focus primarily on the organizations of state administration, regional and local self-government.

The eGovernment segment is very dynamic and it is vital to respond promptly to its ongoing changes. Also thanks to a number of successful projects carried out in this sector, our professionals have exhaustive knowledge of this segment, its processes and demands in these constantly changing conditions, with particular emphasis on the informatization of public administration, higher territorial units and cities.

Our services are being used by notable organizations of public administration in Czech Republic, Slovakia as well as abroad. Ness has teams of professional consultants at its disposal to serve the needs of eGovernment sector in Central Europe, Sharing knowledge and experiences thus enables effective development of unique solutions in the European region in accordance with international standards and we can provide our customers with constant support.

## Our solutions

We offer a complete portfolio of services and solutions which provide our state administration and self-government customers with support in the electronization of services, help improve their efficiency, reduce costs, and promptly respond to the changing environment, legislative requirements and citizens. Our company does not depend on technologies provided by one single supplier and based on a thorough analysis of customer needs we develop and design a solution concept, including its implementation on supported trend platforms.

Out of our extensive portfolio of solutions we select the following areas:

- electronic forms for electronization of public administration services (eForms)
- system and application integration of information systems (ESB, EAI)
- optimization and management of processes and roles (BPM, BRE)
- document management systems (DMS)
- web portals and a content management (CMS)
- Business Intelligence (BI)
- IT infrastructure and information systems security
- HR employee self-service solutions – HR portal
- geographic information systems (GIS)

## Our services

We offer a complete portfolio of services in the field of IT, system integration and program management.

- analyses and strategic consulting
- solution architecture designs
- custom software solution development
- IT outsourcing
- sourcing of development and consultancy capacities for customers' own projects
- flexible delivery models, including IT projects, offshore and nearshore development and maintenance
- trainings, servicing and support
- application integration
- system testing and prophylaxis



## Ness Technologies – your partner for good decisions

**Ness Technologies** (NASDAQ: NSTC and TASE: NSTC) is a global provider of IT and business services and solutions with specialized expertise in software product engineering; and system integration, application development, consulting and software distribution. Ness delivers its portfolio of solutions and services using a global delivery model combining offshore, near-shore and local teams. With about 7,800 employees, Ness has operations in North America, Europe, Israel and India, has customers in over 20 countries, and partners with numerous software and hardware vendors worldwide. For more information about Ness, visit [www.ness.com](http://www.ness.com)

Ness in Slovakia currently employs over 400 people working in Bratislava, Košice and Banská Bystrica. The European Development Centre – Ness Development Centre – is also a part of the Slovak subsidiary. This centre is located in Košice, includes a branch in Banská Bystrica and specializes in software development and testing, and related specialized services for Ness customers from Western Europe and overseas.

# Use our experiences

## Our partners and technologies

Our company does not depend on technologies provided by one single supplier. We always choose the most suitable solution on the basis of a thorough analysis of customer needs. We develop long-standing cooperation with world's leading information technology providers and we are constantly extending their range.

In the territory of Central and Eastern Europe, we cooperate mainly with these partners:



Microsoft

ORACLE



INTERGRAPH  
COMPUTER SYSTEMS



EMC<sup>2</sup>  
where information lives



software602

## Our customers

Our list of clients in the public sector includes several significant organizations. We have been in long-standing relationship with many of them.

Selected customers in this sector:

### Slovak Republic

- Bratislava Self-Governing Region
- Košice Self-Governing Region
- M.R. Štefánik Airport Bratislava
- Statistical Office of the Slovak Republic
- Geodesy, Cartography and Cadastre Authority of the Slovak Republic
- Healthcare Surveillance Authority
- Government Office of the Slovak Republic
- Railways of the Slovak Republic
- Railway company Cargo Slovakia, a.s.

### Czech Republic

- Czech Post
- Czech Television
- Czech Statistical Office
- Czech Office for Surveying, Mapping and Cadastre
- Karlovy Vary Region
- Prague Airport
- Prague City Hall
- České Budějovice City Hall
- Municipal District Prague 1
- Municipal District Prague 4
- Ministry of Defence of the Czech Republic
- Central Bohemian Region

### Selected foreign referrals

- Clalit Health Services (Israel)
- Kaiser Permanente (USA)
- City of Iasi (Romania)
- City of Geneva (Switzerland)
- Ministry of Finance (Israel)
- Ministry of Justice (Israel)

### Košice Self-Governing Region

In the years 2007 and 2008, NESS Slovakia, Inc. delivered a project for the Košice Self-governing Region (KSGR), which mainly aimed to build the Administrative Portal of Intelligent Region (APIR). This portal, along with deploying Government Gateway middleware, meets all solution attributes of the Enterprise-Portal-type and together they form a basis for the information and integration platform of KSGR. Via APIR, the KSGR Office provides useful information to citizens, tourists, enterprises as well as its own organizations and institutions under its scope, to self-governments and employees of the KSGR Office as such. One of the main tasks of this project was to establish a unified environment for administrative applications of the region of Košice by visualizing available electronic services to the portal users.

### Government Office of the Slovak Republic

In 2008, NESS Slovakia, Inc. delivered a project for the implementation of form module and creating a set of interactive intelligent forms (eForms) for the Central Portal of the Public Administration which shall serve to citizens as well as to business entities for submitting official applications, deeds and statements to selected public institutions. Also thanks to this project, the electronic forms have become a communication tool frequently used among the eGovernment and citizens, which fact is also proven by statistics.

### Municipal District Prague 1

In years 2006 to 2009, Ness Czech, delivered the concept design, development and implementation of complex agenda and economy information system for the Office of Municipal District Prague 1. This information system covers the entire agenda of activities performed by the municipal office, ranging from basic filing agenda, material management, assets, to document management, budgeting, reporting and accounting of the organization. The information system is daily used by more than 150 users and supports the every-day activities of the office.

## Why cooperate with Ness

- We are a prominent local partner with a strong global background.
- We have a proven track record providing IT solutions and services with references from significant local and world organizations.
- We have unique know-how and professional approach to customers needs.
- We are technologically independent due to our partnerships with world's leading providers of IT solutions and services.
- Our advantage is high-quality project management in accordance with PRINCE2 method – our delivery guarantees quality, time and costs. We assist our customers in adapting to trends and legislative requirements promptly and efficiently.