Implementation of EGrAMS System

A Government Division

A principal division of State within the USA that provides public assistance, child, and family welfare services, and oversees health policy and management.

Project/Service Category

Implementation of EGrAMS

Technology

- ASP.NET, VB.NET
- MS SQL Server

Benefits

- Increase in the efficiency of storage, management, search and retrieval of documents with no additional cost

- Single-window solution for the applicant/recipient to browse by a common topic to identify and apply for grants

- Minimized the manual data entry and provided built-in checks to support standardized validations

- Provided user-friendly grant information aligning funding with government priorities

Background

The State used to manage grants based on business processes that evolved over a period of time. However, there were inconsistencies and manual processing of grants resulted in a high error rate - almost a 50% - 75% error rate in grant budgets and reports. Also, the automation in place did not cover the full scope of grant management process. Lack of a central repository for data frequently resulted in fragmented financial and program reporting.

Convinced with the features, functionalities, and flexibility of EGrAMS to meet their needs, the agencies decided to implement it. As part of initial implementation, HTC Global Services (HTC) was able to migrate the existing grant programs to EGrAMS within six weeks.

Solution

HTC implemented EGrAMS in 4 phases as below:

Phase I: Enterprise Data Collection and Reporting Module – This module used the Enterprise Grant Information Database to generate consolidated reporting at the state or individual grantor agency level. It supported several standard reports and came with an ad-hoc reporting tool that enabled end users to create and print ad-hoc reports as needed.

Phase II: Grant Build Module and Implementing Pilot Grants – HTC provided its expertise and assistance to the state in designing and implementing the pilot grants.

Phase III: Migration Plan – HTC conducted a study and gathered data on existing grants for each agency. It created business process and data flowcharts of existing systems, and collected all other relevant information for creating business rules and provided a comprehensive migration plan through JAD sessions.

Phase IV: Implementation - This phase is the implementation of migration plan (Phase III) as desired by the State.

- Over 25 years of IT and BPO experience in providing cost effective and innovative services across domains for a wide spectrum of global 2000 customers
- Quality and information security processes compliant to SEI CMM Level 5, ISO 9001, ISO 27001 and PCI DSS standards
- Global presence, large delivery centers, talented professionals, capabilities across multiple technologies, platforms and domains