



PUBLIC SERVICES BECAUSE EVERY CITIZEN IS VALUED

“With ever-increasing application of mobile devices and internet enabled services, the time has come for local governments to deploy an integrated, self-service platform for its citizens.”

Local authorities are experiencing a new and complex set of challenges. Rising demand for services, coupled with increasing budgetary pressures, requires councils to transform how their services are delivered.

Councils are at the heart of their communities, enabling businesses to thrive and citizens to live in clean, safe and prosperous places. Acting often as the first point of contact they direct citizens and businesses to support and services from across the public sector.

Digital solutions enable councils to deliver these outcomes more effectively. Self-service technology can be used by a majority of citizens in today's climate, helping to pre-empt demand and reduce the burden on transactional services. This allows councils to deploy a greater proportion of resources to help those most in need.

SAP for Public Sector solutions support government organizations by enabling:

- Improved quality of citizens' lives
- Increased government trust
- Safe, sustainable communities
- Stewardship of taxpayers' money
- Raised living standards for all





Gauri provides a complete set of local authority services using SAP technology via on-premise, cloud or hybrid deployment.

Social Benefit Decision Making

- Application Processing
- Case Management
- Benefit Decision Making
- Deduction Decision Making

Benefit Payment Services

- Credit and Collection Management
- Financial Customer Care and Dispute Management
- Invoicing, Receivables Management and Payment Handling

Online Citizen Engagement and Self Service

- Knowledge Management
- Citizen Engagement Transaction Platform
- Self Service Support portal
- Multi Channel self services
- Omnichannel 360° Citizen profile
- Social Citizen Engagement
- Resource Scheduling and Dispatch
- Case and Service Request Management
- Service Collaboration

Grants Management for Grantors

- Funding life-cycle automation
- Application assessment and approval
- Funding usage and utilisation analytics

Debt Collection Management

- Debt Enforcement
- Debt Collection Analytics

Citizen Analytics and Dashboard

- Social Contact Intelligence
- Customer Value Intelligence
- Real-time Service Performance
- Response Time Evaluation
- User-defined Reporting and KPIs via Dashboard Creation Wizard

About Gauri

Gauri enables local authorities to deliver effective public sector programs and social services to citizens, businesses, and other interest groups.

Our solutions for citizen services can help you align citizen and government interests, improve benefit management, and deliver on citizen needs with greater efficiency – even as budgets shrink.


Give us a call or contact us for a detailed solution capability overview or for more information.

Experience the difference,
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