

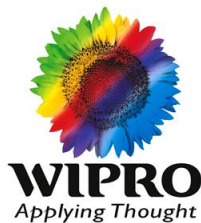
18TH

**NATIONAL CONFERENCE
ON e-GOVERNANCE**

30TH & 31ST JANUARY 2015

VENUE MAHATMA MANDIR, GANDHINAGAR, GUJARAT

Partnership with Industry- New Business Models and Service Delivery



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Agenda

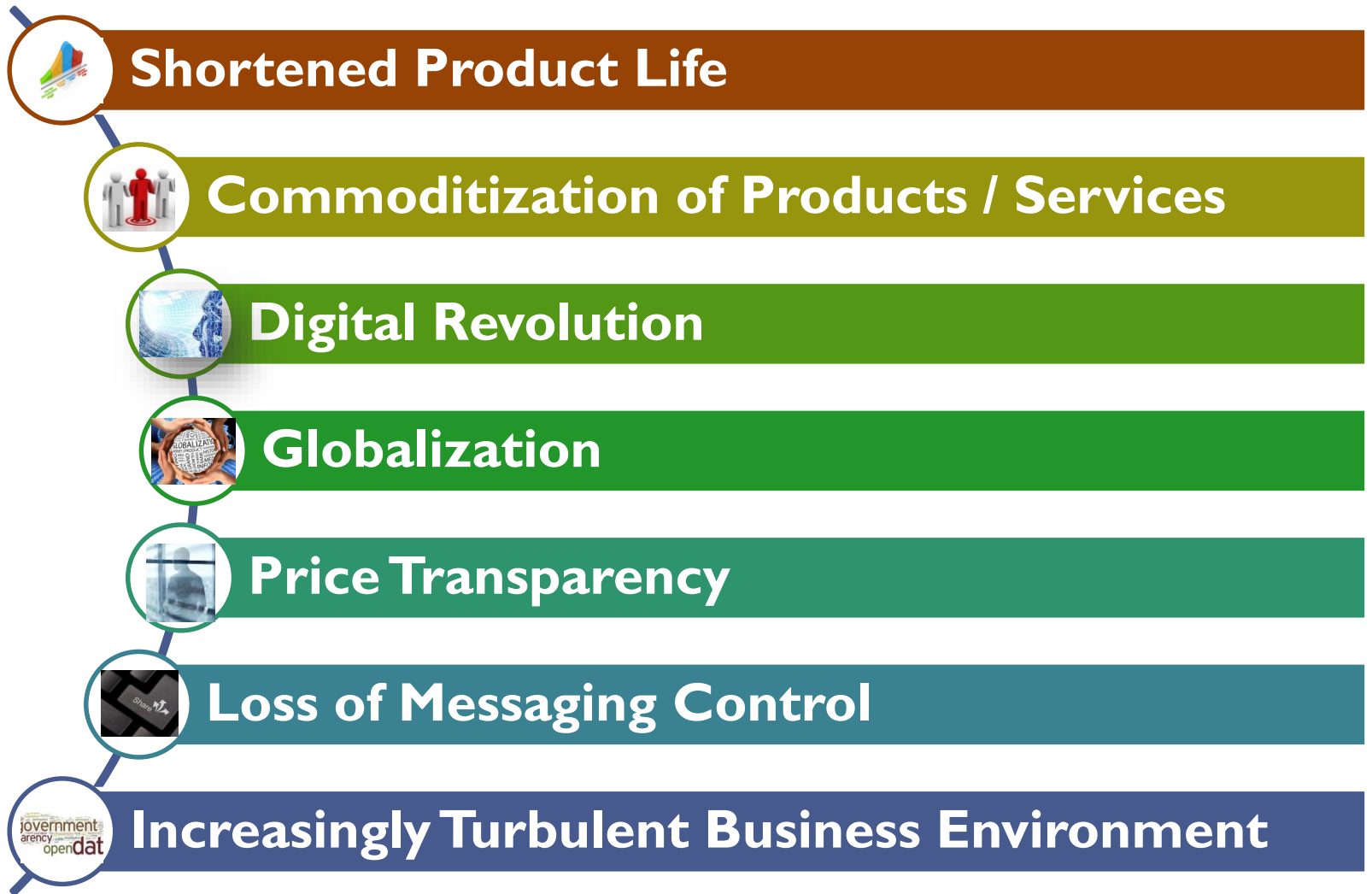
- 1 Business Models & their importance**
- 2 Business Models in Government and in e-Governance**
- 3 Changing Landscape of e-Gov – 2nd & 3rd Generation e-Gov**
- 4 Increasing Expectations of Citizens**
- 5 Framework for Next Generation Business Models**
- 6 Industry Partnership for Next Generation Business Models**

Business Models

“Business Model is the organization’s chosen system of inputs, business activities, outputs and outcomes that aims to create value over the short, medium and long term”

The value creation concept of business models includes different forms of values – economic vs social, consistent with the economic and social objectives of organization

Key Drivers of Business Model Innovation



Traditional Business Models in Government

Outright Purchase

- Government funds the project, operates and maintains
- Full risk is vested with the government
- Returns from the project are obtained by the government
- Government maintains complete control over the assets of the entire project

Outsourced

- Government funds the project and bears the operational costs during the project tenure
- Risks are shared between the government and the private partner based on the responsibilities
- Returns from the project are obtained by the government
- Government maintains complete control over the assets

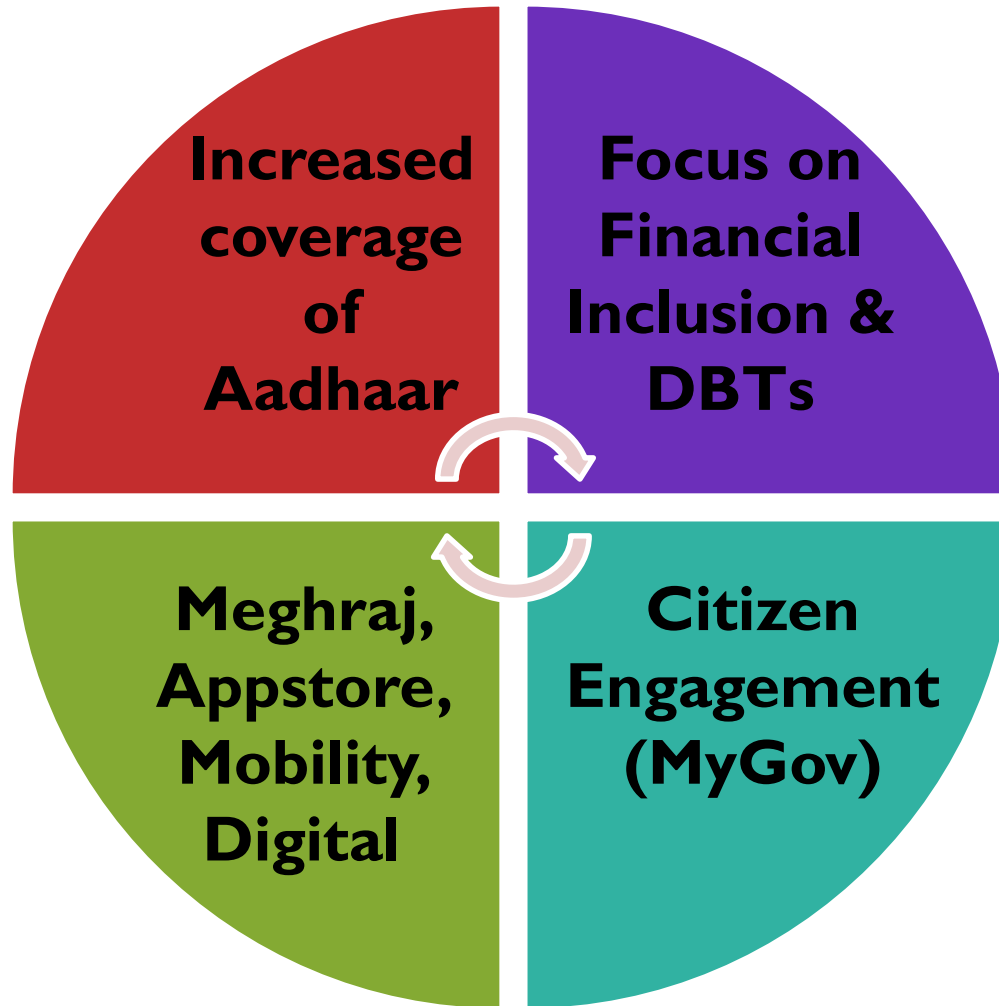
PPP

- Mutually agreed allocation of resources, risks and returns between Government agency and private party
- Private partner finances or part finances the project
- Private partner revenue realization shall be through the delivery of specified services to the agreed performance standards
- Typically Long-term commitment between the parties

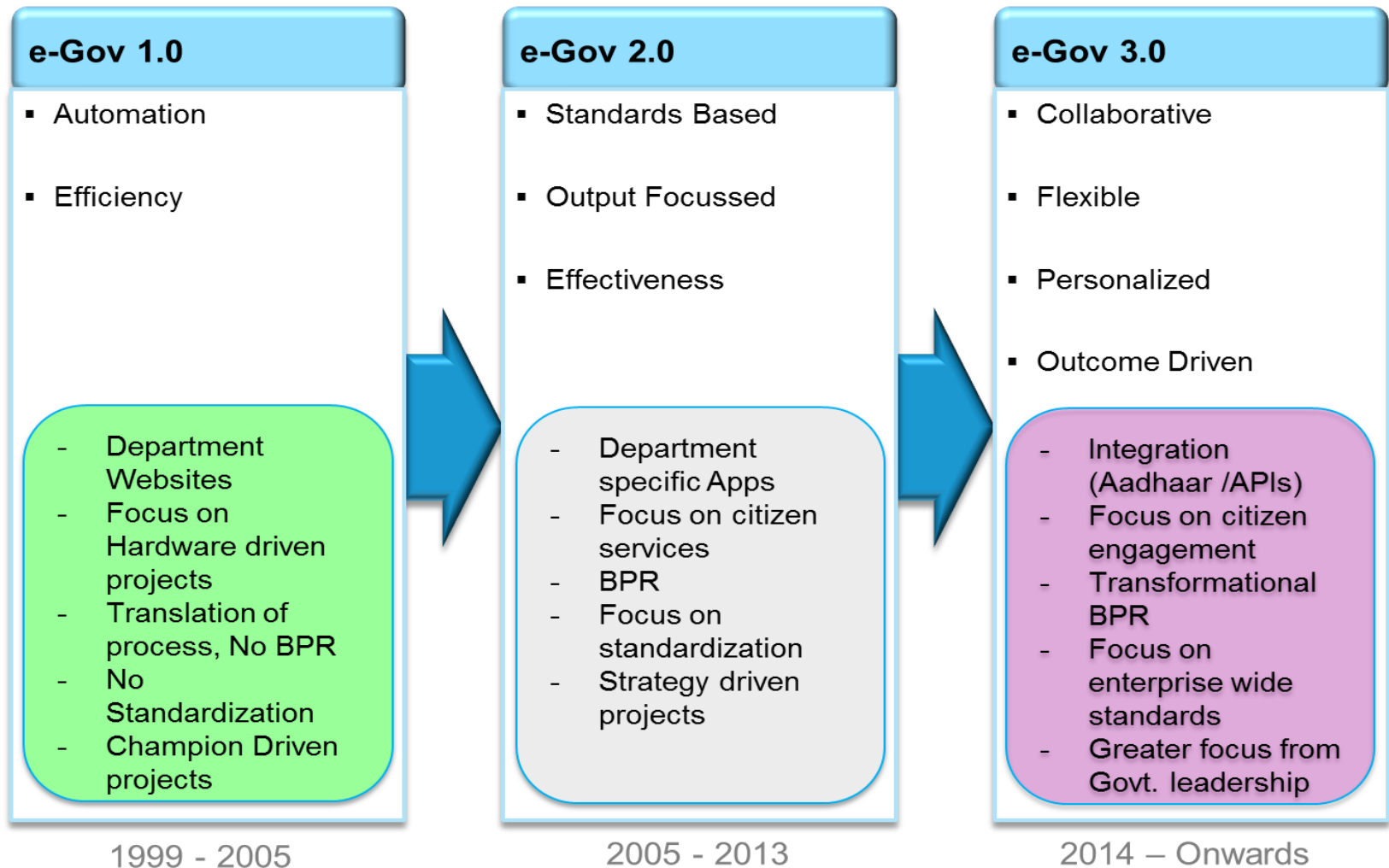
PPP Projects in e-Governance in India

S.No	Project	Domain / Sector	PPP project structure	Government / Public sector entity	Private sector Player	Payment basis
1	CSC	ICT, e-Services	Built- Own- Operate	State Designated Agency	SCA, VLE	Per service / transaction
2	UID (Aadhaar)	Unique ID	Special Purpose Vehicle	Planning Commission	UIDAI (SPV) Multiple Agencies	Per user
3	e-Procurement, GoAP	Procurement	Built- Own- Operate	State Government	M/s CI India Private Limited	Per procurement
4	Passport Seva	Passport	Built- Own- Operate- Transfer	Ministry of External Affairs	TCS	Per passport issued
5	Bangalore One	e-Services	Built- Own- Operate- Transfer	Government of Karnataka	Private Operator	Per service / transaction
6	ESIC "Project Panchdeep"	Healthcare	Built- Own- Operate- Transfer	ESIC	Wipro	Per user
7	MCA21 MMP	Corporate Affairs	Built- Own- Operate- Transfer	Ministry of Corporate Affairs	Earlier TCS (Now operated by Infosys)	Quarterly Fee based payment

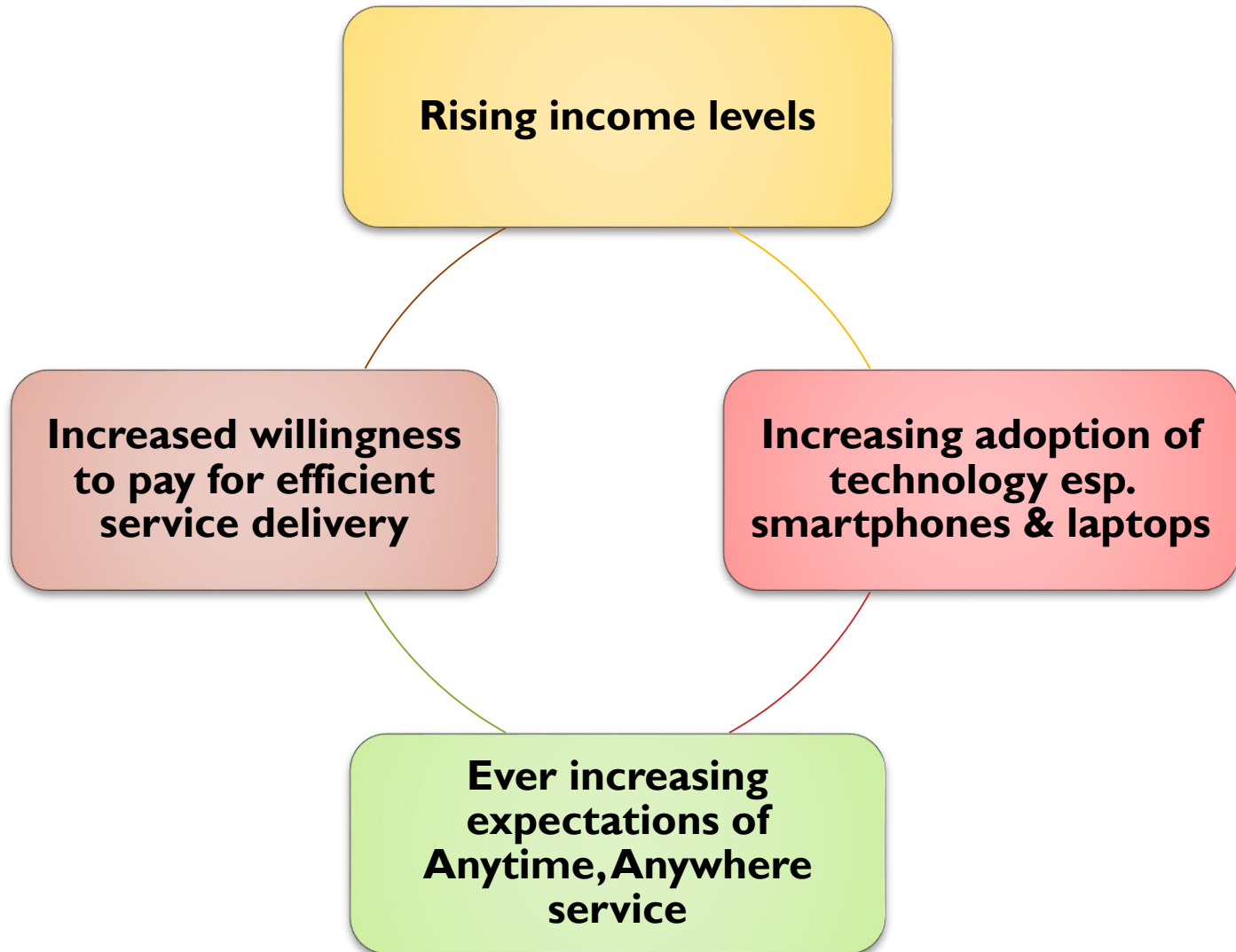
Changing Landscape of e-Governance in India



Evolution of e-Governance in India



Increasing Expectations of Citizens



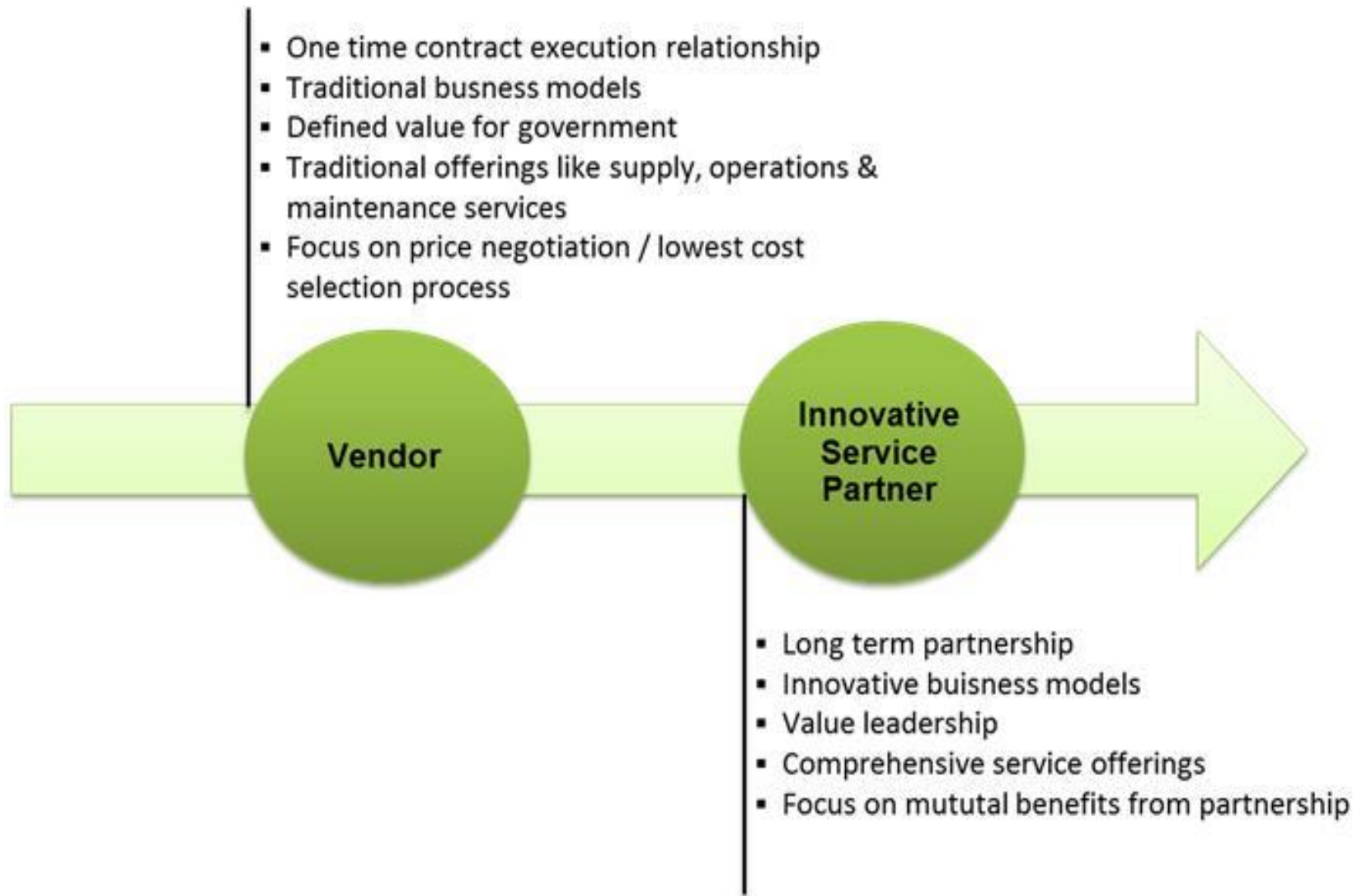
Key Imperatives of Business Model Innovation



Journey Towards Value-Driven Service Offerings

	Bundled Services	Value-Added Services	Value-Driven Services
Service Offerings	<ul style="list-style-type: none">• Bundled services offered as an extension to core products in a vertically integrated manner• Example: Facility Management Services, Warranty Services etc.	<ul style="list-style-type: none">• Value added services offered by integrating service value chain by offering wide range of services available in the ecosystem• Example: Project Financing , Leasing etc.	<ul style="list-style-type: none">• Customized service offerings based on value proposition and value to be delivered to client organizations• Example: Pay per use, Multiple revenue stream model etc.
Delivery Methods	<ul style="list-style-type: none">• Integrate Service delivery process in the product lifecycle• Capability to provide local support	<ul style="list-style-type: none">• Standardize service delivery process• Build infrastructure to automate processes	<ul style="list-style-type: none">• Establish clear and robust approach to improve client's operational performance• Use advanced digital technology to optimize service delivery mechanism

Changing Role of Industry Players



Innovative Business Models in Government



Cloud-based Offerings (Paas, IaaS, SaaS, DaaS)



Pay per Transaction or Pay per Use Services



Success Fee based Models



Pay-As-You-Go Models



Thank you

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