

HPE empowers Foshan Government's integrated service system

HPE Converged Cloud platform supports
one-stop contact for local residents

“Foshan Municipal Government, in cooperation with Hewlett Packard Enterprise, will gradually develop an integrated government service system from aspects such as high-level design and low-level structure. This service model will provide valuable experience, in addition to serving as a standard reference for government service and administration systems in other Guangdong cities.”

– Guan Liang, deputy director,
Foshan Municipal Government
12345 Hotline Management Center

Objective

Provide a coordinated, consolidated and convenient service for the city and improve the working efficiency of government departments.

Approach

Selected HPE because of its technical strength and consulting experience in the government sector.

IT Matters

- Integrates resources enabling information gathering and analysis to pinpoint trends and improve decision making
- Provides an example for other cities in Guangdong, putting Foshan at the forefront of building smart cities and promoting transparent government

Business Matters

- Reduces administrative costs by almost 60 percent
- Increases customer hotline satisfaction rates from 30 percent to 99 percent

“The construction of an integrated service system will realize the objectives of the Foshan government: namely, offering a one-stop solution consisting of one network, one window, one terminal, one set of standards, one hotline and one back office. This will make life easier for city residents and drive forward service innovation in government departments.”

– Chen Guangliao, deputy director, Administrative Service Center of People’s Government Foshan City

End-to-end consulting services for integrated service system

The municipal government of Foshan, China, wanted to provide better and more accessible services for local residents. It wanted to do this while reducing costs and introducing greater transparency. The reform program included the integration and centralization of services, achieved with HPE consultancy and an HPE Converged Cloud architecture.

Challenge

Foundation for reforms

Foshan is the third largest city in China’s Guangdong Province. It is among the first cities to implement municipal government reforms, making its policies more open and providing a better standard of service to residents.

Foshan Administrative Service Center is the starting place for residents to locate and use many services. It is also responsible for many of the reforms.

The city government wanted to reduce the cost of having many different departmental service outlets at every level. Also, with an increase in the variety of demands from the public and a growth in business volumes, various functional department hotlines needed to be integrated so residents would only need to use one number.

The challenge was to create a single platform on which to run the entire integrated service system. This would process enquiries regarding government affairs, public demands, administrative complaints, particularly consumer rights complaints, and the receipt, processing and monitoring of reports on economic violations. It would enable the standardization of procedures and enable all government services to be monitored more efficiently.

Foshan Administrative Service Center had some specific requirements. It wanted to avoid bottlenecks caused by the solution being over-reliant on IT rather than meeting working requirements. It wished to avoid scattered information, improve information sharing and cooperation between government departments and coordinate inter-departmental issues. It also wanted to avoid regulatory difficulties caused by different departmental assessment standards and to eliminate ‘data islands’ caused by low resource utilization.

Solution

Integrated service system consulting services

Because of its technical expertise and consulting experience in the government sector, the city asked HPE to find a complete solution that combined several advanced technologies, including cloud computing and big data.

In addition, HPE provides support in four main areas. First, the construction of the Foshan ‘12345’ government cloud. This involves integrating all resources and deploying every functional department’s IT system on the HPE Converged Cloud platform. Service channels are now managed via the cloud platform.

Secondly, HPE Autonomy provides data. Now, not only can public opinion be tracked from audio and video, the information is analyzed for future initiatives. Trend analysis and market warnings can also be implemented.

Thirdly, as the reforms will inevitably involve re-engineering the government’s previous workflows, HPE reassesses the entire process engine. The fourth area concerns mobile internet applications created with HPE Anywhere mobile IT management software. This involves application services for smart mobile devices, allowing residents to manage their affairs while riding on public transport.

Customer at a glance

Hardware

- HPE Converged Cloud

Software

- HPE Autonomy
- HPE cloud operation and maintenance platform
- HPE Anywhere mobile application development platform

HPE services

- Full consultancy services including planning, construction, operation and maintenance

The HPE solution supports:

- Creation of 767 administrative service centers covering districts, cities, towns and villages across the whole of Foshan Municipality. The service systems of all the centers are similar to those of bank branches; they are able to provide various functional services in a prompt manner.
- Using the Foshan '12345' website, city residents can submit information, find a government department or ask questions online. More than 70,000 pieces of information stored in the professional knowledge base are open to city residents without any restrictions.
- In addition, the new telephone platform integrates Foshan's main hotlines. HPE established a platform which brought together the resource information and services of 300 government and public services. City residents can request advice via the telephone hotline, SMS or the internet. There is also a network of 700 self-service terminals throughout the city, allowing residents to scan ID cards, print receipts and handle their affairs online.
- The 12345 center is staffed with 100 operators, sorts requests and forwards them to the correct departments. These departments must accept the request within 24 hours and respond within 15 days.
- HPE Professional Services covers the entire lifecycle from consulting to construction to later stage operation and maintenance.

Based on operating experience estimates for the '12345' hotline, the platform will reduce administrative costs by almost 60 percent.

The center's deputy director, Chen Guangqing, says the new service epitomizes the six '1s' the municipal government wanted to achieve. Namely, one network (the online administrative center), one window (the integrated service window), one terminal (the self-service terminals), one set of standards (the administrative approval and service standards), one hotline (the '12345' hotline) and one back office (the system controlling all support services).

- Foshan city residents enjoy faster, more convenient and more comprehensive public services and information. Convenient access channels have greatly reduced the barriers for city residents in making enquiries or accessing services.
- The establishment of the platform will further integrate and expand government services. It will help oversee the performance of administrative authorities and execute the comprehensive collection, analysis and effective use of social information.

The hotline has gone from having a 20–30 percent satisfaction rate when it first opened to its current figure of 99 percent. All of this puts Foshan at the forefront of building smart cities and promoting transparent government in Guangdong Province. Guangqing believes that HPE's technical strength and extensive consulting experience in the government sector will play an even greater role in the construction of Foshan's future information systems.

Learn more at
hpe.com/helion



Benefits

Cost reduced, satisfaction increased

The government of Foshan has successfully built an integrated government service system. This has improved the service experience of city residents and increased the efficiency and service level of every government department.



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