

Modernised government sector assets

With 11 years of experience in the government sector, BBD has been involved in many strategic projects to modernise government IT environments and critical systems. Our invaluable industry experience across various departments means that we deeply understand the business of government and can help in their modernisation and digitalisation journey.

Ways we're helping modernise the government sector

Case, workflow and orchestration management

To aid in the completion of end-to-end business processes involving manual steps and multiple stakeholders, we have developed case management and workflow process tools for numerous government departments. This supportive platform classifies, routes, tracks and escalates cases, while the orchestration layer allows for the co-ordination of inter-system transactions.

Biometric capturing

We have developed a platform that provides the ability to verify individuals through a biometric identification and verification process. An individual's fingerprint is captured and verified against population registers and other identity systems for security, FICA and RICA purposes.

Branch queue management

Our queue management solution is a configurable system that helps manage customer queues. The information gathered can be used for better queue predictions and analytics and to measure SLAs within the different department environments. The key components enable reception, prioritisation, ticket grouping, screen displays, agent and administration functionality.

Treasury and debt management

Merging workflows and orchestration, this dynamic and configurable system allows for integrated accounting and debt management. The system also caters for bank reconciliations, exchequer management of daily revenue and expenditure operations, as well as integration to SWIFT and BankservAfrica. The system is also used as the basis for the management and administration of the Government Employees Housing Scheme offering housing support services to government employees.

Get in touch

If you'd like to engage with us, we'd love to hear from you

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