Governments, and the people who make them work, face challenge and opportunity in equal measure. Budgets shrink, responsibilities grow, and processes become ever-more complex.

Governments cry out for creative, innovative solutions, but struggle to put them in place because of the need to monitor, document, and sanction every practice, every procedure, every step of every process.

The opportunity to meet the challenge is real, however, and familiar to the dedicated professionals who staff those agencies.

It is e-government, embraced by government workers at all levels for simplifying communication, collaboration, interagency coordination—whatever it takes to help them get their jobs done and serve their constituents more efficiently and effectively.

Even still, these workers find their time and talents squandered when tools designed to enable e-government are incomplete. The tools may be limited in functionality, or less than fully integrated with familiar desktop applications. They may require users to jump from application to application just to finish a routine task.

Peg@sus, by contrast, is a complete e-government solution. In a single, fully integrated package, it provides dynamic workflow and process management; standards-based electronic signatures and interoperability; comprehensive document, content, and case management; archiving and enterprise search; and a full component of business intelligence (BI) capabilities.

Peg@sus is directly accessible from Microsoft Office or Outlook, and vice versa, and is based entirely on Microsoft desktop, server, and development technologies. It also supports flexible implementation options, including on-premises licensing, delivery as a hosted application, and through administered Software as a Service (SaaS). Recently, Peg@sus has become available as a cloud-based solution, through Microsoft Azure.

Designed and developed by Pegaso Tecnología (Pegaso Tech), a leader in productivity solutions for private and public entities, **Peg@sus** is delivering on the promise of e-government to public-sector employees at some of the largest agencies in the world.

Will yours become one of them?
Dynamic Process Management®

*To understand what Peg@sus can do for employees at all levels and in **all areas of a governmental organization**, consider a familiar scenario: the process for granting a business permit (as an example of the public office environment).*

An international hotel developer has published the intent to build a new seaside resort. To earn the required business permit, the developer must work with agencies at municipal, state (or provincial), and federal levels to ensure compliance with hundreds of regulations and requirements—covering everything from wildlife protection to water and drainage requests, related infrastructure and transportation projects to union labor authorizations, and so on.

The process is almost comically complex. Every request or document, whether in paper or electronic form, is "touched" by up to hundreds of individuals at more than a dozen different governmental entities, at groups favoring and those opposing the project, and at potentially many more. Correspondence can spend days or weeks in transit and in various offices waiting to be read, reviewed, or forwarded to still other offices for opinions and/or authorizations. Even greater delays ensue when a legal document or signature is needed for the process to move from one phase to the next. And on any given day it is virtually impossible for the case officer, much less the developer, to access complete and up-to-date status of all the requests and interdependent steps required to complete the process.

By the time the permit is granted, the developer may have spent thousands of person hours of effort and the government even more, filling hard drives with digital files and warehouses with their paper counterparts. This represents a serious waste of private and public resources, and months or even years of delay in bringing a source of economic activity and tax revenue to a region that may badly need it.

With Peg@sus, the scenario unfolds in a dramatically different fashion.

When the hotel developer files the statement of initial intent with the appropriate governmental agency, an employee there uses Peg@sus to open a project case and assign it a case ID, all from the convenience of a familiar Microsoft Office environment. Peg@sus automatically prompts the case officer to assign authorization levels for all employees who may be involved in the project and define commitment dates, including reminders and alerts, for various types of requests associated with the project. From that point on, Peg@sus tags all written communications and documentation regarding the project with the case ID and makes those materials available to authorized individuals in a fully searchable data warehouse that runs on widely used Microsoft server and database technologies.

As the project proceeds and communications and documents flow, those individuals enjoy immediate and ongoing access not only to communications and documentation, but also to metrics and process analysis, through an executive dashboard based on Microsoft SQL Server business intelligence (BI) functionality. They also can be more confident of the security of legal and procedural documents, because any document originating on paper can be scanned into the environment and from that point on, accessed exclusively in electronic format. This eliminates the need to use outside couriers or package delivery services and the risk of unauthorized access inherent in this practice.

Authenticity is ensured as well, through use of electronic signatures that are compliant with PKCS7 and XML standards and EIDA-compliant proof of delivery. And every document associated with the project—every email conversation, document creation or modification, request for approval and granting (or denial) of same, and so on —is instantly traceable. This enables the case officer and others to better estimate milestones and helps the developer to more accurately pinpoint the day when the permit will be granted and construction can begin. It also helps ensure accountability, for greater transparency and citizen confidence in the integrity of the overall process.

More likely than not, that ribbon-cutting day will come within months, rather than years. The developer's efforts spent in pursuing the permit will total a small fraction of what they would have in a traditional, non-Peg@sus environment, and the efforts of government employees—and the cost to taxpayers—a smaller fraction still. Better yet, the new hotel resort will start generating tourism, job growth, and tax revenues that much sooner.
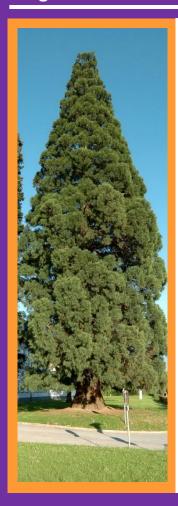
What Peg@sus delivers:

Feature	Benefit
Complete, official electronic desktop and dynamic process management solution for executive, legislative, and judicial government agencies at the federal, state, or municipal level.	Provides document management control, collaboration, and dynamic process management for civil servants and executives, advisors, operators, and assistants in and out of government.
Service-oriented business architecture.	Enables a federation of Peg@sus systems to conduct completely paperless and legally valid communications.
Centralized handling and comprehensive tracking.	Reduces response times, ensures consistency and uniform handling for services and procedures. Reduces operating costs by lowering expenses for supplies and enabling distance work. Enhances accountability and transparency, for internal efficiency and citizen confidence.
Use of electronic signature and the most up-to-date data security methods for data storage and for data transmission via the Internet. Support for the Mexican Standard for Interoperability and Open Data, spearheaded by Pegaso Tecnología and promoted by the Mexican government to other interested nations.	Supports the paperless office and comprehensive e-government. Guarantees legal validity. Safeguards content in paper documents. Increases security and confidentiality. Ensures a framework for electronic document management with the same level of legal validity as traditional, paper-based document management.
Use of advanced and widely deployed desktop, database, Internet, and web technologies.	Minimizes implementation and adoption time and simplifies enhancement and expansion. Increases value of investment in existing technologies.
Institution-wide knowledge base.	Increases operational effectiveness.
A choice of implementation scenarios.	Provides flexible, efficient, and cost-effective deployment, operations, maintenance, and support.
A dynamic approach to processes, in contrast to that of many existing ERP, CRM and BPM solutions with structured and inflexible workflows.	Obviates the need for drawn-out, highly specialized modeling and simulation processes. Helps organizations to save money and time and enables them to leverage existing skills to support continuous improvement.
Web-based user interface and direct accessibility from Office and Outlook.	Minimizes training costs, shortens transition periods, provides rapid path to benefits, increasing employee morale and reducing turnover.
Support for and integration with e-mail and scanners.	Allows gradual adoption within the organization and facilitates collaboration with organizations that rely more on paper or do not yet have Peg@sus.
Support for most "paperless government" initiatives.	Cuts operating costs, saving time, discouraging bias, and narrowing the digital divide. Enhances citizen confidence in process integrity.
Comprehensive business intelligence (BI) functionality.	Supports continuous process improvement.
NEW! Interoperability broker capabilities to connect governmental and private entities in a seamless network.	Links entities that use Peg@sus in a secure and trusted environment. Facilitates initiatives for paperless government.

Peg@sus in use

Peg@sus has already generated solid, quantitative benefits through several e-government deployments at the executive and judicial level in Mexico, where the product originated and where it has been deployed to more than 10,000 federal government employees since 2009.

For example, governmental agencies have used the interoperability capabilities of Peg@sus to facilitate a major initiative that would fully digitalize activities of the federal government by 2018, for an anticipated yearly savings of U.S. $150,000,000. Analysis of projects at these agencies through late 2012 shows that with Peg@sus, many routine and essential tasks are completed with dramatic efficiency gains. For a typical project, from start to finish, analysts looked at the invested and elapsed time on selected tasks and discovered the following:

❖ Document delivery, measured in cumulative hours, not weeks
❖ Managerial supervision, measured in cumulative hours, not days
❖ Content retrieval, measured in cumulative hours, not weeks
❖ Accessing status information, measured in cumulative hours, not days
❖ Permit approval, reduced on average by two full months

For printing, the differences are even more stark. Pegaso Tecnología estimates that for every 1,000 Peg@sus users at the federal level alone, the government prints 2.7 million fewer pages of paper than it would without Peg@sus. That represents a savings of 23,250 square feet (2,161 square meters) of archiving shelf space and associated leasing, security, and maintenance costs, along with the environmental advantages of saving hundreds of trees.

Peg@sus in your office

Whatever level or branch of government you work in, Peg@sus can help you deliver effective e-government—optimizing employee time and talent, serving citizens more effectively, and maximizing returns on taxpayer investment.

Learn more by contacting Pegaso Tecnología today:

+52 (55) 5980 8677   or   information@pegasotecnologia.com

The key to effective e-government®   *Dynamic Process Management*®