GoPro
GoPro Portal

Partner Solution

- **Target Industry**
  Government

- **Business Application**
  Case and Document Management

- **Products**
  IBM FileNet Business Process Manager
  IBM FileNet Content Manager

GoPro®

Business Challenge

Public administrations are facing the multi-pronged challenge of improving the efficiency, productivity and quality of their services despite significant budget pressures and the ever-increasing need to comply with international and national standards and regulations. These standards govern privacy, security, interoperability, transparency, reliability, consistency and traceability in all aspects of case processing and decision making. Further complicating matters is the primary business of addressing the escalating demands of citizens for fast, reliable and consistent case processing, transparent decision making and wide access to 24x7 self-service.

Solution

GoPro Portal is a powerful, enterprise-strength case and document management solution that helps public sector organizations effectively manage complex processes, and related documents and information. It allows organizations to enhance service delivery by tracking and managing requests from citizens, businesses, and other stake holders and integrating automated workflow with human workflow, thereby ensuring high quality case resolution with less effort.

Organizations will have complete overview and control of their cases and projects from a single, easily accessible IBM Enterprise Content Management (ECM) content repository. Users from different departments, or even different organizations, can collaborate on common cases, sharing documents and information in real time, thereby, reducing process waiting time and time-consuming status meetings. GoPro provides first-class workflow support based on the IBM ECM suite of products, enabling cases to be divided into work phases for organizing and controlling business processes and administrative tasks. Instruction history, advanced access control, mapping of responsibility structures, document templates and review cycles, as well as proactive intelligent user guidance, all ensure consistent processing.

Value Proposition

GoPro Portal is an integrated document and business process management solution with a rich feature set and is fully service oriented architecture (SOA) compliant, that gives government entities greater flexibility in their case and document management activities.

The solution delivers significant benefits to public administrations, including:

- Turns a paper based process into an efficient electronic application for a variety of e-government applications

- Provides a complete real-time view of case files

- Avoids repeated data entry and inefficient paper trails

- Improves the efficiency, productivity and quality of services to address budget pressures

- Enhances operational insight through better reporting capabilities for processes, client situations etc.

- Improves internal and inter-organizational collaboration, enabling organizations to share and process information across departments, agencies and geographies

- Enhances accountability and transparency through audit trails

- Enables organizations to deliver "One contact resolution" and 24*7 accessibility of services

- Integrates fully with tools, such as email and instant messaging, as well as to productivity tools like word processing and spreadsheet applications

Company Description

GoPro is a leading provider of e-government software in Europe. Our solutions have been developed in close collaboration with government organizations, ensuring the attainment of excellence in usability and incorporation of best practices. GoPro has an extensive record of working with local, regional and central governments and assisting them in meeting the objectives of the eGovernment agenda, by innovative solutions based on proven platforms. Today GoPro is deployed in over 30 countries around the world, at organizational levels ranging from large super national government agencies and national government institutions to small and medium sized councils and agencies. GoPro is used by more than 100,000 users.

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