

Ras Al Khaimah: Creating a 24x7 Smart Government System in the UAE Using SAP® Software



Citizens of Ras Al Khaimah with growing families can now swiftly and easily apply for building permits online, saving time and money. This is just one of multiple processes the government has transformed by partnering with SAP to create a world-class electronic service. The resulting unified and integrated system for the new smart government makes life so much easier.





Ras Al Khaimah (RAK)

Ras Al Khaimah,
United Arab Emirates
www.rak.ae

Industry

Public sector

Products and Services

Government departments

Population

345,000

Employees

2,500

SAP® Solutions

SAP® ERP and SAP CRM applications, SAP ERP Financials and SAP ERP Human Capital Management solutions, SAP NetWeaver® technology platform, SAP BusinessObjects™ business intelligence solutions, SAP Fiori® apps, and SAP Mobile Platform

Executive overview

Before: Challenges and Opportunities

- Provide an electronic government portal that is accessible 24x7, is paperless, and enables cashless transactions
- Save time and money for government and citizens
- Integrate data and enable more accurate data and efficient calculations

Why SAP

- Ongoing partnership between RAK's Electronic Government Authority and SAP
- Implementation of SAP ERP and SAP BusinessObjects business intelligence solutions on the SAP HANA® platform to create dashboards for top management
- Range of SAP solutions used, including a localized version of SAP ERP HCM

After: Value-Driven Results

- Fully automated, e-archived services accessible to citizens and employees round the clock
- Time and resources saved for RAK's government and citizens by replacing multiple manual systems with online services
- Complex manual calculations now automated and integrated across departments, resulting in greater accuracy
- Better legal protection for citizens through a shared, integrated, and fully automated e-justice case system for prosecution and civil courts that results in the faster processing of cases

“The strong partnership with the localization team gave us the confidence that we had the kind of relationship and shared the same team spirit that would enable us to deliver e-government to our employees and citizens.”

Eng. Ahmed Al Sayyah, General Manager, Electronic Government Authority, Ras Al Khaimah

Minutes

To deliver online file requests

1 day

Service – from case registration by a citizen to the case being heard by a judge

Days

To complete hiring, reduced from months

<10 minutes

To get public prosecution service documents



Partnering to reach the pinnacle of smart-city e-services

Ras Al Khaimah (RAK) is one of the seven emirates in the United Arab Emirates (UAE). Its government offices manage multiple services – such as land planning and management, judicial services, mapping, sewerage management, project tracking, and fleet management.

The public could only access RAK government services by visiting its offices, open from 7:30 a.m. to 2.30 p.m. five days a week. To pay bills, file planning applications, or request court documents, people queued to be seen, incurring travel time and expense. Plus, the onus was on citizens to archive related documents.

Internal government processes were mainly manual, not connected, and time consuming. The HR team, for example, had to manually calculate highly localized

processes, such as end-of-service payments to employees.

However, in line with UAE's vision to become the "world's smartest and happiest country," the emirate had its own vision to reach the pinnacle of smart-city e-services. RAK set up the Electronic Government Authority to create a new portal for individuals, businesses, and government departments and invited SAP to collaborate.

RAK wanted to implement a paperless system that could be accessed from anywhere, seven days a week, 24 hours a day, and wanted to offer cashless transactions to its citizens. The government's overall objective was to boost department performance through the automation of all employee-related processes, improvement of services, and use of state-of-the-art-technologies.

Executive overview

Company objectives

Resolution

Business transformation

Future plans

"We wanted an integrated solution available online that replaced the manual systems. Our public prosecution, courts, and municipality all needed fully automated processes."

Eng. Ahmed Al Sayyah, General Manager, Electronic Government Authority, Ras Al Khaimah



Collaboration to quickly deliver a complex localized solution

As legally required, RAK used vendor certificate management to record, track, and validate business certificates.

From ideation and scoping to verification and release, there were dozens of meetings between RAK's subject-matter experts, users, HR leads, and SAP. The close working relationship between SAP and the Electronic Government Authority continued as they collaborated on localization factors required by the emirate's finance and HR services. To provide the best fit, the globalization services team from SAP Middle East and North Africa began by examining RAK's HR department, opting for a design thinking model.

In a first phase, the SAP ERP® application was deployed across all portal services, covering

finance, the municipality, judiciary, courts, and public prosecution.

The SAP NetWeaver® technology platform, SAP BusinessObjects™ business intelligence solutions, and the SAP Customer Relationship Management (SAP CRM) application, including its case management functionality, were used to build the solution and integrate common data with finance across departments. This simplified and unified internal processes, giving a single source of information for reporting and decisions.

Citizens now get quicker, smoother service. Home-owners applying for building permits can see the process status without leaving home. They can pay fees, submit architectural or engineering drawings, and see modifications and annotations online, all through the SAP software system.

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“The Public Prosecution department now runs on the latest electronic systems for receiving cases and complaints and for completing criminal investigations, issuing decisions and notification, and transferring cases to the courts.”

Eng. Ahmed Al Sayyah, General Manager, Electronic Government Authority, Ras Al Khaimah



Leading the way in smart government

The RAK online portal now provides e-services for departments in the emirate, plus some federal institutions that provide services to all citizens and residents. The centralized solution makes the Electric Government Authority a one-stop shop.

SAP solutions support 23 finance departments and 13 HCM departments based on a specially localized version of the SAP ERP Human Capital Management (SAP ERP HCM) solution. SAP CRM is also used by three core departments.

Citizens can complete all tasks on the online portal 24x7. Those using the public prosecution services can now pay online and wait less than 10 minutes for documents, with most of users reporting satisfaction. The one-day case service has proven popular and reduced the time citizens wait between registration and having their case heard by a judge from 90 days to 1 day.

More convenient and efficient e-services means less travel time and expense, no more queuing, and faster transactions.

With the help of SAP, the RAK government built a solution that helps its departments manage and plan. It simplifies and unifies processes, and provides one real-time source of accurate information for reporting and decision-making, so departments can now access, collate, and analyze up-to-the-minute data in a way that was impossible before.

As Eng. Ahmed Al Sayyah, the general manager of RAK's Electronic Government Authority notes, "SAP kept its promise. It delivered the localization to fit our needs, met our expectations, and became the base for the first step in our smart government transformation."

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Exploring improved **technical advances** with SAP

RAK is now focusing on the final rollout phase of the portal's services.

RAK migrated its SAP Business Warehouse application to the SAP HANA® platform for faster analytics and is now implementing SAP S/4HANA, which has the analytics embedded. The expectation is that all government services will run on SAP S/4HANA going forward to give all employees accurate, real-time reports.

RAK is creating a modern, smart government by making all services accessible to citizens on mobile devices using SAP Fiori® apps, and SAP Mobile Platform. Employees use the government's self-service app – Mawaredna – to manage HR and payroll processes. The app is also integrated with the SAP ERP Financials solution.

The government is keen to keep up-to-date with technical enhancements that could contribute to its smart-city innovation and further its SAP partnership, such as using blockchain technology. With help from SAP, Ras Al Khaimah has become an emirate that uses cutting-edge technology to make life easier and more efficient for its people.

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