Case Study

eDemocracy & Stakeholder Solutions

Case Study

eDemocracy & Stakeholder Solutions

Client

Leading Internet Community and eDemocracy Solution Provider in UK.
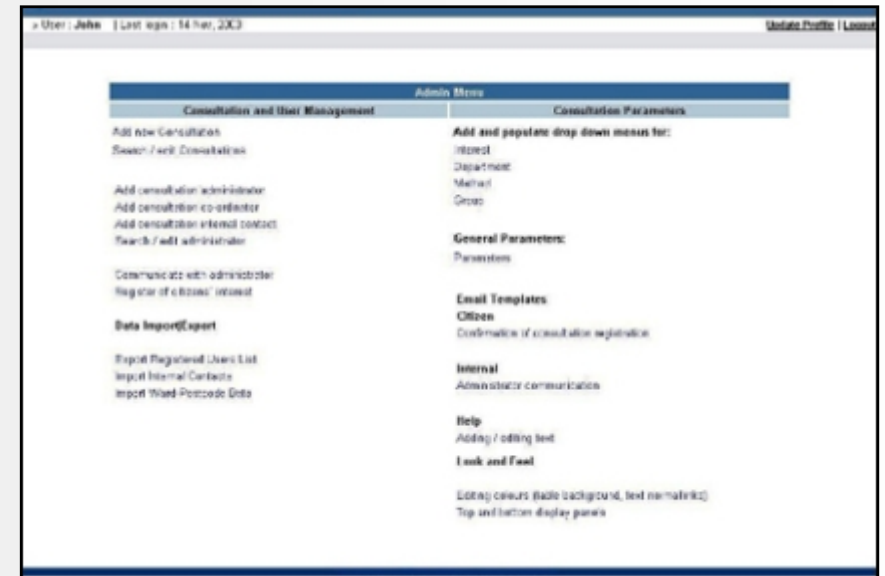
The Company

A UK based client of Elegant MicroWeb is a leading Internet community and eDemocracy solutions provider. The company's mission is to enhance participation, promote engagement and consultation, trigger thought leadership, and champion innovation to advance the greater cause of democracy using latest technology. The company's customer base includes:

- Local UK authorities
- Office of Deputy Prime Minister
- Scottish parliament
- Welsh assembly
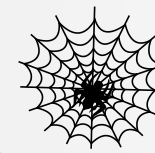- Other institutions and organizations of the UK government..

The Requirement

With the primary objective of promoting dialogue, collecting feedback, analyzing public views, and assistance in reaching a consensus, the client required a comprehensive eDemocracy tool set.

The Solution

Elegant MicroWeb worked closely with the client starting from the conceptualization stage to conceive, design, develop, and implement the required tool set. It implements guidelines and directives for the required accessibility standards and eGovernment technical frameworks, including W3C Bobby AA compliance, eGMS and eGIF.

Case Study

eDemocracy & Stakeholder Solutions

Consultation Management Tool:
This tool makes it easy for stakeholders to find, register for, be alerted to, and participate in consultation. It makes it equally simple to obtain information on eventual outcomes and policy. Its core features include:

- Directory and calendar
- Specialized consultation content management tool
- Internal and partners' communications system
- Analysis and management reporting system
- Consultee database

Dialogue and Consensus building tool:
This tool rationally explains both sides of an issue and helps understand people's perceptions. An innovative and compelling tool, it enables deliberative polling (deliberative democracy) and facilitates in reaching a consensus by:

- Seeking to understand the arguments people agree or disagree with
- Measuring and recording changes in viewpoints
- Being educational
- Helping focus on interests, not positions
- Enabling consensus to be reached.

Deliberative Consultation Tool:
A proven online consultation system, this tool enables excellent participation and response from consultees by taking them through a clear deliberative process.

Success comes from being able to easily provide to-the-point information at the right time and context, with links to complementary and informative web sites and references.

The core features of this tool assist users to:

- Rapidly publish even the most complex consultations
- Create both qualitative and quantitative questions
- Retrieve ample background information
- Access consultation documents
- Powerfully report on the whole process and submissions made
- Maximize participation and quality of responses
- Make stakeholder dialogue and community discussion part of the process
- Communicate with registrants and participants to keep them informed.

Case Study

eDemocracy & Stakeholder Solutions

Elegant MicroWeb Role

Elegant MicroWeb was involved for the complete life cycle of the products including:

- Product conceptualization and strategy
- Architecture and technical framework design
- Design and development
- Implementation of tools
- Product sustenance, maintenance, and support
- 14x5 application support
- 14x5 infrastructure support including server management, application management, and database management
- Enhancements and new product development

The Technology

- Windows 200x
- Internet Information Server
- SQL Server
- Microsoft .NET platforms

Conclusion

Elegant MicroWeb put itself in the client's shoes, understood the market and eDemocracy domain to put right strategy in place, and worked as an extension of the customer team. Phased development approach reduced the time to market so the customer remained ahead of competition and maintained its position as an eDemocracy leader in the UK market. Cost effective development of products further helped the client penetrate aggressively in the market.

It was an excellent value proposition for the client as Elegant MicroWeb not only developed and supported systems, but also understood their market and participated in forming comprehensive strategy as a true value partner.

Setting an excellent example of true value partnership, we offered dedicated team with right technical and domain knowledge, for complete life cycle of product development, enhancement, and support.

Case Study

eDemocracy & Stakeholder Solutions

Contact Us

Elegant MicroWeb Technologies Pvt. Ltd.

A-305, Shapath - IV, Opp. Karnavati Club,
SG Highway, Ahmedabad-380051 India
Email: contact@ElegantMicroWeb.com
URL: www.ElegantMicroWeb.com