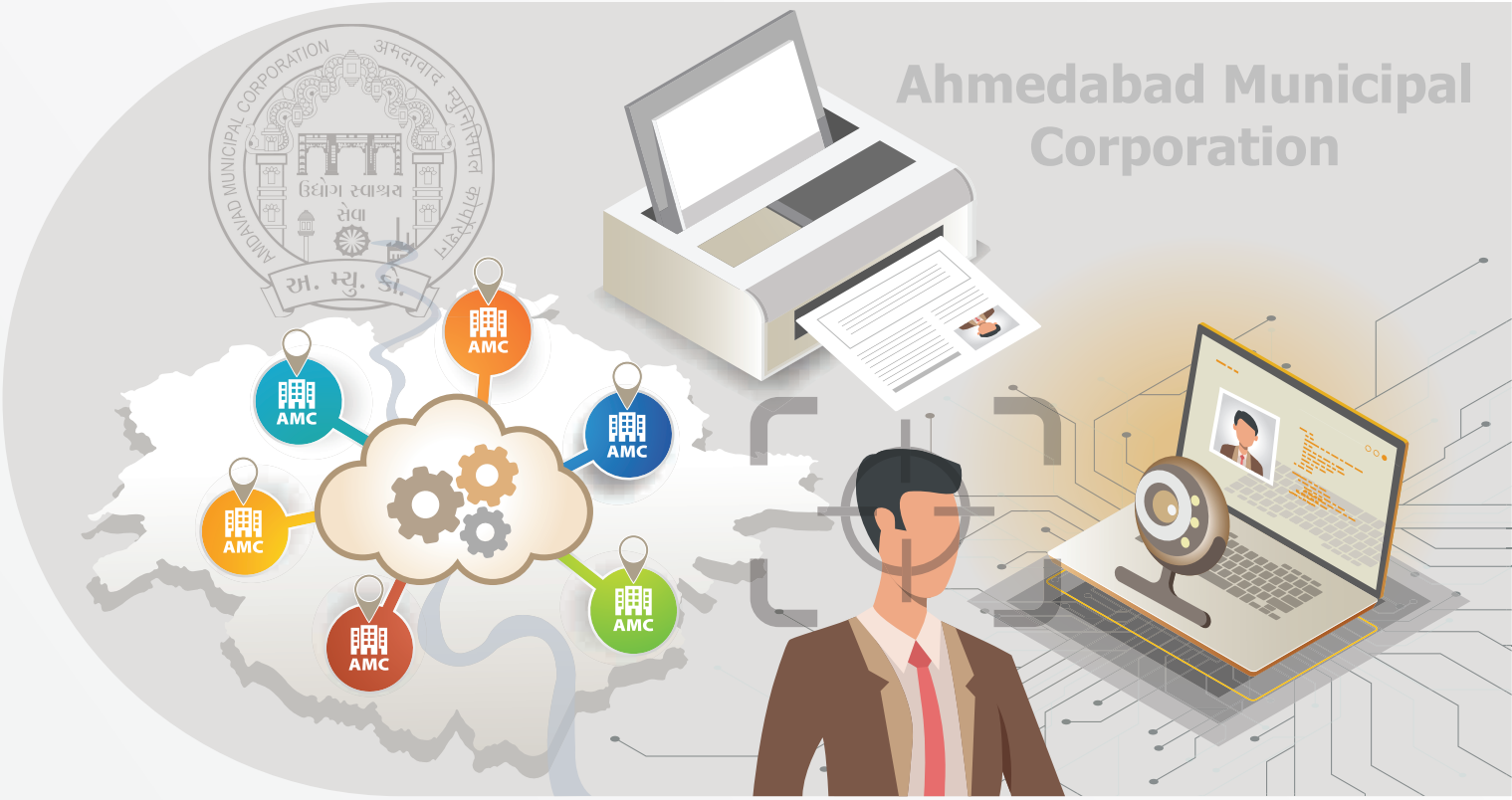
Elegant MicroWeb
Delivering the Value of Technology

Case Study

Smart City Visitor Pass Management System Empowers Ahmedabad Municipal Corporation



QUALITY SYSTEM CERTIFICATION
DNV·GL
ISO 9001:2015

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The Client

Ahmedabad Municipal Corporation (AMC) was founded in July 1950. The organization is responsible for the infrastructure and administration of Ahmedabad, a city of more than six million people, in the state of Gujarat, India.

The Objective

Ahmedabad was selected for development as one of the one-hundred Indian cities to undergo a transformation and become a smart city, as part of the flagship Smart Cities Mission established by the Indian Government. In July 2017, the Historic City of Ahmedabad (or Old Ahmedabad) was declared as India's first UNESCO World Heritage City.

The city of Ahmedabad is now the seventh largest metropolis in India, and the largest in the state of Gujarat. It was founded in 1411 AD as a walled city on the eastern bank of the river Sabarmati, and has historically been one of the most important canters of trade and commerce in western India.

As part of its management mission, AMC established and maintained hardware and software partnerships to manage the Visitor Pass Management System (VPMS) within their Central zone. Monitoring and managing numerous partnerships became cumbersome and ineffective.

As technology scale and mobility evolved, the VPMS desktop-based application became outdated and it was cumbersome and difficult to leverage this system for periodic reporting. AMC wished to consolidate all activities within a single contract and to replace the desktop-based Visitor Pass Management System and, by extension, resource manpower and computer hardware.

AMC wished to design, develop and deploy a new cloud-based solution that would be easily accessible to all the users across various zones and offices, to improve data literacy and provide easy-to-access, meaningful reporting, monitoring and management to improve visitor services and make AMC users more productive.

The Solution

AMC engaged Elegant MicroWeb to build a cloud-based industry standard enterprise architecture-based application for better performance and scalability and an improved user experience on devices of various size, resolution and browser. In addition, Elegant MicroWeb was engaged to maintain the system and to provide skilled resources and computer hardware for the period of 3 years.

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The Elegant MicroWeb team worked with the client team to define and document requirements and create a road map for the implementation of the VPMS. The newly redesigned VPMS tracks data and visitors to the AMC premises and offices. The solution is cloud-based and can be accessed from any AMC office across Ahmedabad. It was deployed to six offices across Ahmedabad and the Command and Control Center, managed by the Ahmedabad Smart City Development Corporation.

This flexible solution includes:

- Cloud-based application development
- Branding, look n' feel configuration and settings
- Responsive interface with an intuitive user experience across various devices, resolutions and platforms
- Multiple interfaces for various users, e.g., administrators, operators and reporting officials
- Role-based access rights and permission to access system
- Integration with third-party libraries to generate reports in PDF, Excel
- Generates multiple types of reports, e.g., Daily visitor reports, Visitors trend, Visitors analysis by various time slices etc.,
- Commissioner Reports to monitor Commissioner meetings with visitors and ensure visitor concern are addressed
- Implementation of various business rules as per business requirements
- Collection of official data from various zonal offices
- Smooth data entry and training process
- Printing of Passes with real-time webcam and printer integration

Modules include:

- Master Management
- Configuration Management
- Visitor Entry Form for regular and one-time visitors
- Printing of passes for visitor access and entry into the premises
- Dashboards and Reports

The Technology

- Deployment: On-Premise Server, can be migrated to any public or private cloud
- Server: Core-PHP
- Database: MySQL

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Elegant MicroWeb Role

The Elegant MicroWeb team provided support, knowledge and skill for following areas and activities:

- Requirements understanding and documentation
- Roadmap planning in close consultation with IT managers
- Architecture, Development, Maintenance and Support
- Continuous enhancement, upgrades and roll out for various zones and requirements
- Testing, including performance testing
- User Acceptance Testing
- Implementation, Integration and support
- Trained and skilled manpower deployment to operate the Visitor Pass Management System
- Support and Training for operators and client IT team

Conclusion

Elegant MicroWeb developed a Visitor Pass Management System to enable AMC staff for all zones and offices to track and organize all data related to visitor access. Elegant MicroWeb deployed trained manpower and hardware resources across all AMC offices for smooth and effective functioning of the visitor pass management system. The newly deployed System Dashboard enables AMC staff to have a clear view of the passes issued on a particular day by department for all zone offices or a particular zone to enable management, monitoring and reporting and help the team to identify issues and opportunities to provide efficient visitor services.

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