Business Registration System for Department of the Registrar General

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Customer
Registrar General Department in Malawi is a Ministry under Justice and Attorney General.

Industry
NGO(Ministry)

Business Situation
Department of the registrar general needed a solution to centralize and automate new business registration, renewal licenses in Malawi.

Solution
Techno Brain provided a Business Registration portal which introduced best business practices allowing the client to perform expeditiously in order to deliver within the guaranteed response time.

Benefits
❖ Fast User Adoption

❖ Improved Business Performance

❖ Integrates with other Key Government bodies

❖ Accessible by general public

❖ Offers a case management system

Implementing Business Registration System has helped the department of Registrar General fulfil its mandate of business registration process with automated workflows to improve efficiency and provide online access to the general public

Customer Profile
Registrar general department operates new business registration and renewal business licenses, based in Malawi. Registrar general department is a NGO under Department of Justice and Attorney General.

Business Situation
Department of the registrar general is headquartered at Lilongwe and has its branches spread across the country. Department of the registrar general acknowledged the need of implementing a solution to centralize its data and integrate its functions and processes to carry out well-timed operations. Other than the basic functions, the organizations needed to enhance its operations in Registration Service, Information Services, Basic Registration services, which can consolidate all information of processes in one central Portal system as well as support new scopes of business in Africa.

Solution
Techno Brain provided a portal which integrates many best business practices allowing the client to perform expeditiously in order to deliver within the guaranteed response time. Registrar general department is now able to provide new business registration, reservation business names and renewal licenses and issues certificates across the Malawi.

The Implementation of Malawi Business Registration System consisted of online registration services, Information services and Business services modules. The MBRS improvised the capabilities of accessing new business registration, renewal existing business, name reservation, renewal name reservations, amendments and annual returns data from the headquarters and efficiently distribute the required resources to the branches of the organization spread across Africa.

Technologies: Microsoft SharePoint Server 2010, Dynamics CRM 2011 and SQL Server 2008 R2

Benefits:

- **Improved efficiency**- The system guarantees a decrease in the time that is required to start a business from an average of four weeks to two days.

- Make the **country more attractive to investors**- by providing a user friendly and efficient process of registering a business.

- **Case Management**- Functionalities that, in response to internal or external event triggers, enable Government employees to work with automated workflows to assess, plan, perform, monitor, and evaluate the options and services required by the citizens

- **No Physical Boundary**- The solution permits vast amounts of services and information to be delivered to entrepreneurs who do not have to set foot in the Registrar's office. This plays an integral part of quality service that is available to anyone regardless of their geographical location. This also helps in decongesting queues of people who at the moment have to walk into the government offices to register a business.

- **Services to all**-The solution provides services to the portal users that are equivalent to those available to walk-in users. This is done by providing direct access to the full range of business registration services and information.

- **Offer round the clock availability**- to provide information and services since the Business registration portal is accessed at any time, 24 hours a day and 365 days of the year.

- **Networking**-The Business Registration portal provides the link to any other government body such as the Revenue Authority. Thus a seamlessly integrated resource sharing was achieved. It provides a centralized access of information that is generated by all relevant government authorities/agencies and other bodies.

- **Structured approach**-The Business Registration portal provides access to a structured/streamlined manner of handling business registration applications. Automated business workflows govern the processing of all applications while ensuring transparency and high efficiency. Users can **easily navigate through the portal in a standard and user friendly manner**. The system also presents the opportunity to provide users with information retrieval search engines for faster location of information.

- **Information retrieval**- The system provides a central database from where users are able to search for and retrieve information in a quick manner. The users are able to quickly locate information

using search term such as the Business names, or code. The information search engine greatly assist users search and confirm whether a business name already exists.

- **Save on Space-** Whereas the manual process required storage of paper based application documents. The online system has the potential to store much more information, simply because digital information requires very little physical space to contain them. When the registrar's office has no space for extension, digitization is the only solution.

- **Cost reduction**- The cost of maintaining a digital business registration system is much lower than that of a physical/manual system. Business Registration in Malawi was previously operating on a traditional/manual process and spending large sums of money on storage space and printing stationery. The Online business registration system helped cut down on these costs.