**ABM**
ABM KNOWLEDGEWARE LTD

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## How would you describe the journey of your company since its inception?

Since its inception in 1998, ABM Knowledgeware Ltd. has been at the forefront of E-Governance in India. Starting with a vision to revolutionize public service delivery, our quantum of citizen services delivery has grown exponentially over the years. Initially focusing on automating government processes, our focus on techno-functional depth has led us to expand our offerings significantly.

Today, we provide comprehensive end-to-end E-Governance solutions, UPYOG services, SAP services, Digital Project Management Systems, and Automated Building Plan Approval Systems. Our journey has been marked by successful partnerships with numerous government agencies, consistently enhancing transparency, efficiency, and citizen satisfaction in public administration. Our expertise is acknowledged and recognized by credible and leading industry bodies, case studies as well as National and International Media.

## What are some of the key milestones of the company in recent years?

In recent years, ABM Knowledgeware Ltd. has achieved several key milestones that underscore its leadership in E-Governance across India. A majority of our projects engaged in statewide implementation have greatly benefitted the citizens.

Some of which include SAP implementation across 400+ ULB's in Madhya Pradesh as well as across BrihanMumbai Municipal Corporation. The statewide implementation of Online Building Plan Approval System in Punjab and Himachal Pradesh enables registered architects to be eligible to grant self-permit for residential building construction. We have also launched the Farmer Producer Organization (FPO) under Small Farmers Agribusiness Consortium (SFAC) registering around 1.4 million farmers. Our role in the Versova-Bandra Sea Link project by MSRDC is showcasing the use of 5D BIM technology in Infra projects. ABM, in consortium, was also awarded the IoT Deployment contract for Jal Jeevan Mission Projects. Furthermore, 1500+ ULBs and 30+ smart cities use our services for ERP.

## What are the major developments in e-Governance space?

The major developments in e-Governance include the adoption of advanced digital technologies and the enhancement of citizen-centric services. The role of digital technologies in governance is swiftly evolving, with digital integration permeating various administrative processes. It is imperative that we deal with emerging IT issues such as security, Artificial Intelligence (AI), Machine Learning (ML), and privacy to ensure safe and effective utilization of these technologies.

Thankfully, government departments are prioritizing these matters with due urgency. Several government departments are now embracing innovative approaches, including WhatsApp-based services, chatbots, and AI/ML applications. Some forward-thinking organisations have even adopted cutting-edge technologies like Blockchain, IoT-based integrations and big data analytics into various administrative processes.