

A Smart EZMS Transformation

Economic Zone Management System (EZMS)



An Overview

EZMS – Economic Zone Management System provides a robust solution for Free Zone, Business Parks, Logistics and Economic Zones all across the globe. A cloud & SaaS-based solution with a single integrated system providing real-time insights on customer service, compliance, operation and management. With so many processes from setting up a business, visas and licenses to work permits and their renewal, EZMS helps make the Free Zone communities a far more attractive proposition.

Key Business Objectives

The prominent goal of this project is to provide a cloud & SaaS-based solution with a single ecosystem providing customer service, compliance, operation and management.



The Challenge

Manual Process Inefficiency

All the operations were managed on paper, so it was difficult and very time-consuming.

Monitoring Gap

There is no central monitoring or database, so there is no mechanism to measure the resolution of key requests.

Inaccurate Processing

Company formation was taking around three weeks due to the manual process, which was not accurate.

Visa Processing Delay

It was a lengthy and time-consuming process to apply for a visa for employees.

Policy Update Difficulty

It was difficult to implement a new policy or change to be printed on all the different types of forms.

Implementation & Solutions we Offered

Digital Process Efficiency

- We had implemented a digital economic management system, which helped reduce time and usage of paper, so the solution is to encourage paperless.

Centralized Monitoring System

- It has been a boon for all the zone managers, administrators, and government administrators to monitor and manage all the key requests.

API Integration Efficiency

- Our solution had an API integration with the Ministry of Economics system, which reduced the company formation time from three weeks to two days.

Automated Visa Processing

- The system helped to directly apply for employee visas from the system itself, which ensured prefilled data based on the registrations and API integration with the Visa issuing authority to expedite the visa issue time.

Scalable System Architecture

- Post-solution, it became very easy to make the changes as the system is highly scalable and robust enough to adopt any changes as a part of the configuration.

Module

AI and Analytics	Concierge Services	Feedback Modules	Document Builder
Payment Gateway Integration	Company Profiles	Zoho CRM Integration	Reports and Dashboards
Company Formation	Business License Issuance	Business Visa Application	Role, Rights and Approvals management
CMS Pages	Dynamic Form Builder	Dynamic Workflow Builder	API Management & Integration
Adobe Integration for Digital Document Signing	Company and Individual Risk Assessment	API Integration with the Government for the processing of Visa	Task Manager to Allocate tasks to Employees
Notification Engine Email, Whatsapp and SMS Gateway Integrations	Bank Integrations to Open Accounts Easily	National Security Checks Integration	World Check for Criminal Records
Ministry of Economic integration for quick processing of company formation			

Conclusion

By integrating LXP with Open edX LMS, we established a smooth and secure learning environment for our client. With this implementation, a frictionless learning experience was experienced by hundreds of users, which helped the client expand their brand reach even further. Besides learner engagement and operational performance, we helped in developing a technology-based framework that aligns the client for future growth and expansion in digital learning.