



Talisma Skill Development and Management Solution

Introduction

In order to promote economic growth and better management of skills prevalent among citizens, Government of India proposed the National Skill Development Centre, an ambitious skill upgradation program falling under the ambit of the Skill Council of the Prime Minister. The program will help consolidate various existing programs coming under the ambit of Central and State Ministries, and agencies.

India's population is huge at 1.21 billion. It is expanding rapidly at a rate of 17% and integrating into the global economy. India is counted among the 'young' countries in the world, with the proportion of the work force in the age group of 15-59 years, increasing steadily. However, presently only 2% of the total workforce in India have undergone skills training. India has a great opportunity to meet the future demands of the world, India can become the worldwide sourcing hub for skilled workforce. Government of India is actively working with other stakeholders to encourage the development of skilled workforce across the country at various levels.

Talisma Corporation has vast experience in providing unified, easily accessible and comprehensive information about stakeholders to institutions. To help the government handle its skill development and management needs, we have developed a solution that simplifies the process of skill management and development for citizens, central government, corporates and connected agencies. Talisma Skill Development and Management Solution(SDMS) is a comprehensive solution that puts the citizen at the centre of all skill development and management initiatives while improving decision making and information management at various levels.

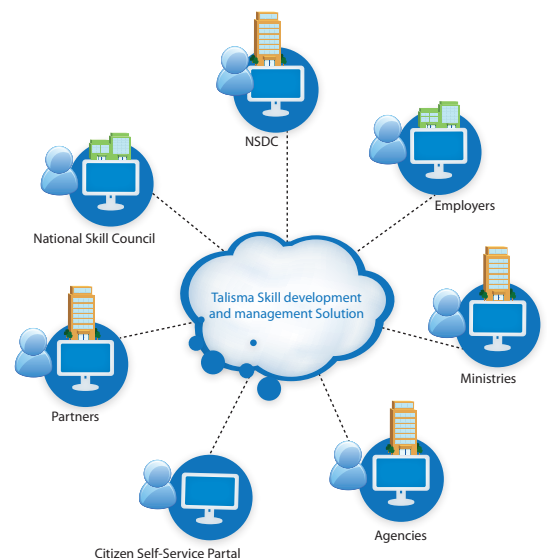
- » Makes services more citizen friendly while promoting transparency
- » Monitor and track skill schemes and projects centrally
- » Manage diverse data sources
- » Anytime access to information of relevance
- » Availability of information and complete view of stakeholders to aid decision making
- » Easy to deploy, use and generate reports as needed

Objective

The SDMS Strategy is based on the need to centralise and monitor all skilling programs across ministries and agencies. Talisma SDMS will make citizen services accessible over the Internet, through mobile phones, kiosks, call centres as well as through personal computers. Talisma SDMS sets forward a vision for electronic service delivery that does not do away with the need for personal contact, but rather supports better management with the infusion of technology. With Talisma SDMS, organizations and Partners of NSDC can set up an integrated system with different access channels to Ministries, State Governments and citizens. This solution will help manage the largest exercise of this nature; connecting over 150 million people for skilling with hundreds of skilling organisations with Government Ministries and agencies like NSDC monitoring the progress.

Features

Talisma SDMS is a citizen-centric, user friendly, reliable Skill Development and Management system that has access channels connected to 18 ministries within the Central Government, corporate bodies, skill agencies, NSDC and citizens .



The SDMS: managing relationships

The system provides a consolidated and unified view of various stakeholders at any given point of time and empowers the Government and agencies to take informed decisions by providing intelligent and insightful reports, as required. Citizens can update and retrieve skilling and employment opportunities through various channels (assisted or with self-service option). It helps in streamlining forwarding and tracking of applications and provides an integrated service delivery mechanism to citizens by integrating the employment system with backend workflow of stakeholder departments. Talisma SDMS allows management of skilling organisations across the country anytime and from anywhere.

Talisma SDMS can manage targets and milestones periodically for all its connected partners and agencies while helping the government monitor various schemes. SDMS manages the backend workflow of stakeholder departments and allows monitoring and tracking of applications centrally.

Some of the unique features of the solution include:

- Scalability

- Best-in-class data security
- Diverse business continuity options
- Business and transaction intelligence and MIS (Period wise, department wise and region wise)
- Ability to integrate and communicate with existing solutions across ministries and stakeholders
- Document management options
- Accounting and reconciliation
- Monitor relevant areas such as partner performance
- Citizen can interact across portal, email, chat, SMS with wide reach
- Integration with banks for transactions and fund management

Benefits

Talisma SDMS will bring in citizen centricity in service delivery and transparency and accountability in governance. The solution is designed to help the Central Government meet its objective of skilling 150 million Indians (about 30 per cent) to the overall target of skilling/up skilling of 500 million people in India by 2022.

Advantages for Government	Advantages for Citizens	Advantages for Industry
<ul style="list-style-type: none"> ▪ Single point skill repository. ▪ Centralized Monitoring of the progress across the Nation. ▪ Any time anywhere access to information. ▪ Macro understanding of skill scenario in the country. ▪ Support data analysis indicating area of improvement as well as sectors demanding state intervention. ▪ Empowers to take informed decisions. ▪ Advices to intervene in required regions and sectors. ▪ Helps in investment and decision making. ▪ Helps to co-ordinate various projects and schemes across states, ministries and schemes. ▪ Ability to link existing citizen information with the government. 	<ul style="list-style-type: none"> ▪ Empowerment of Common man through Skill dissemination. ▪ Provides training and industry information. ▪ Provides Industry trends and opportunities. ▪ No hassles of physical movement to apply for partnership and skilling registration. ▪ Money saved by way of travel time/ wage loss as well as for making Drafts/ Postal Order from Bank and Post Offices. ▪ One view to the job market with opportunities to electronically reach out to corporates. 	<ul style="list-style-type: none"> ▪ Helps industry for informed decision making by providing manpower and skill data across nation and all sectors. ▪ Provides opportunity to directly engage with citizens for employment. ▪ Provides opportunity to access demand and availability of skill sets at national level. ▪ Plan and help in informed decision making around investment and resource availability. ▪ Extend Industry engagements to the citizens for skill development.

About Talisma Corporation

Talisma Corporation is the leading provider of customer experience management and e-governance solutions. Talisma CRM enables organizations to manage relationships, accesses information of relevance and service customers across channels such as internet, call centers and phones. Our e-governance solutions help manage citizen relationships and deliver timely services while promoting transparency, efficiency and accountability in government bodies and allied institutions. Our solutions improve stakeholder experience by integrating the power of email, phone, chat, SMS text messaging, print, portal, and Web self-service with a robust and mature services platform. With thousands of customers, Talisma serves a variety of industries, including government, retail, higher education, financial services, travel and leisure, business process outsourcing (BPO), and recruiting and staffing.

For more information, visit www.talisma.com.



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