



**CMMIDEV/3<sup>SM</sup>**  
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**SAMSUNG**  
BUSINESS

Microsoft Partner  
Gold Application Development



**Solutions**



# Quidgest

## Public Sector Solutions Catalogue



## Software and related services

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# Listening and delivering

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We have experienced that, nowadays, clients do not only want to acquire a solution; moreover, they want to understand how the system works and be able to manage it independently. Our style is based on a group of specialists who help deliver results, transfer knowledge and identify best practice to fit your organization. This is why knowing our client's needs and expectations is invaluable for us. By sharing ideas and receiving feedback during and after projects we are able to evolve our business practices and continuously provide you with the best services.

Quidgest delivers end-to-end solutions by offering the right fit of applications capabilities. Our long term strategy has four major components:

## **Provide global and integrated services**

Delivering excellence in all we do, we aim to offer a global service, assuring that our clients can find the right answer to their needs. Our key strength is understanding what you want and being able to deliver it. The ability to integrate our system with a wide range of other external systems, relates to both the ability to transfer data between systems yet in use by your company as well as the ability to extract data from multiple different legacy systems and include them in your new solution.

## **Ensure technical and financial sustainable growth**

We believe in a sustainable business growth strategy as mean to reaching superior results. Innovation is the key driver of competitive advantage, growth and profitability, which is why we use the Genio tool. With our technology we have always achieved high growth rates and have always been able to meet long-term obligations. As a matter of fact, during the recession period faced by the IT sector, we had one of the highest solvency ratio of IT Portuguese companies.

## **Invest in our people through constant training and development**

It is of high importance that we invest in our professional staff, to continuously stimulate and improve their competences by means of ongoing training programs, to maintain a high service level.

## **Emphasise the advantages of automatic software generation**

The fourth strategic option of Quidgest is a consequence of the innovative process of automatic code generation. Beyond a description of the problem and its answer, clients need deeper understanding of the solution. Communicating is one challenge, and realizing its benefits is another. Genio is unquestionably a valuable technology that generates an Information System that meets our customers' strategic aspirations.

**Cristina Marinhos**  
Chairman of the Board of Directors

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**Digital version of the catalog available at:**  
[quidgest.com/pss-catalogue](http://quidgest.com/pss-catalogue)





Today's decision makers are demanding: they are creative, have opinions and expect their suppliers to listen to them! The ease of use, the agility and the universality of its offer will always position Quidgest brand at a higher level than its competitors.

Innovation  
Branding  
Solution  
Marketing  
Analysis  
Ideas  
Success  
Management





## **A demanding vision on information systems**

*As consultants, we know the benefits we can extract from information systems: productivity; high availability (24x365); responsiveness; scalability; business agility; ubiquity; Fast teaching procedures; decision support. However, software is often seen as an end in itself. And nothing is more wrong.*

## **Solutions that require results**

Often seen as utilities or packages, not all information systems fulfil their duties as management platforms of organizations. Quidgest's 27 years of experience and good practices accumulated in solutions and products created over the years are at your service.

But, unlike our main competitors, we also know that there are not the organizations that adapt to the information systems, but the opposite.





## More effective than traditional management structures

Compared to traditional processes, information systems are also more effective. They can be shared, integrated and cover all the procedures of the organizations, incorporating their multicultural and multinational diversity, mobilizing internal and external resources. They are also more agile. These are qualities that are available in the solutions presented in this document.

In particular, management no longer exerts through a posteriori control, but through real time decision making supported by technological systems. Software often allow to anticipate the impact of actions. Indeed, it is through this type of systems, complex and more demanding, which, in a supported and transparent way, allow for an effective decentralization and accountability in the decision, without losing the overall consistency of action.



*Your organization lacks emergency systems, very complex systems, bespoke systems or systems subject to frequent changes?*

**In these four cases, the advantages of the solutions offered by Quidgest, supported by automatic code generation, are even more evident**

### **Urgent systems**

The opportunity vanishes if you don't grab it immediately. In current business environment, the opportunity windows lasts for a very short time. Developing systems prototypes, but also complete systems in one tenth of the time typically needed, through automatic code generation is Quidgest's answer. Time is money.

### **Systems subject to frequent changes**

If the context in which your organization develops the activity, the competitive pressure or by the requirements of the regulatory market, imposes a high rate of procedural changes, the solution is also the agility of the automatic generation of Quidgest.

### **Very complex systems**

The software engineer has to be adapted to the complexity of Information system. In traditional systems that are developed manually, control is possible in small systems. When the same methodology is applied to larger systems, as traditional ERP, loss of control is evident and is manifested in many ways: difficulty to evolve, to adapt disability, dependence on very expensive consultants.

Maintain control requires modelling and automatic generation of these systems, a process led by Quidgest.

### **Specific or unique systems**

**"Where can I find THE system that my organization needs?"**

**At Quidgest, naturally.**

**A wide range of prebuilt components let you create a bespoke system, with limited costs and short time frame.**

# Benefits

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## *What it is important to better position your organization*



### **Quality**

The solution ensures the provision of a better service and the supply of better products, with happier customers, users and citizens, recognized quality in the market and reputation for excellence.



### **Savings**

The solution saves on scarce or non-existent financial resources, reduces the use of funds or releases funds for other activities.



### **Productivity**

The solution allows, with the same resources, to obtain significantly better results and achieve goals easily. The impact in the team is great: we all know that productive people are more motivated people and know, above all, that higher productivity means greater public recognition.



### **Expansion**

The solution allows expansion into new markets or new industries. With the solution, the structure can smoothly follow the expansion of the organization.



### **Agility**

The solution allows us to respond more quickly to public policies, new guidelines, needs of citizens, legislative changes or technological innovations.



### **Confidence**

The solution protects previous investments and the skills already developed. Reuses much of what was created in the organization over time. Keep with the commitments already made. Transmits an image of continuity, stability and confidence.

## Positive ROI in a very short time

*With a positive return on investment in a very short time, the available solutions are easy to explain to all stakeholders, from the ones who care about the costs to the most engaged with technologies.*

A successful case illustrates the application of the concept. For each solution, we can identify the tangible results that allow simulate the return on investment.

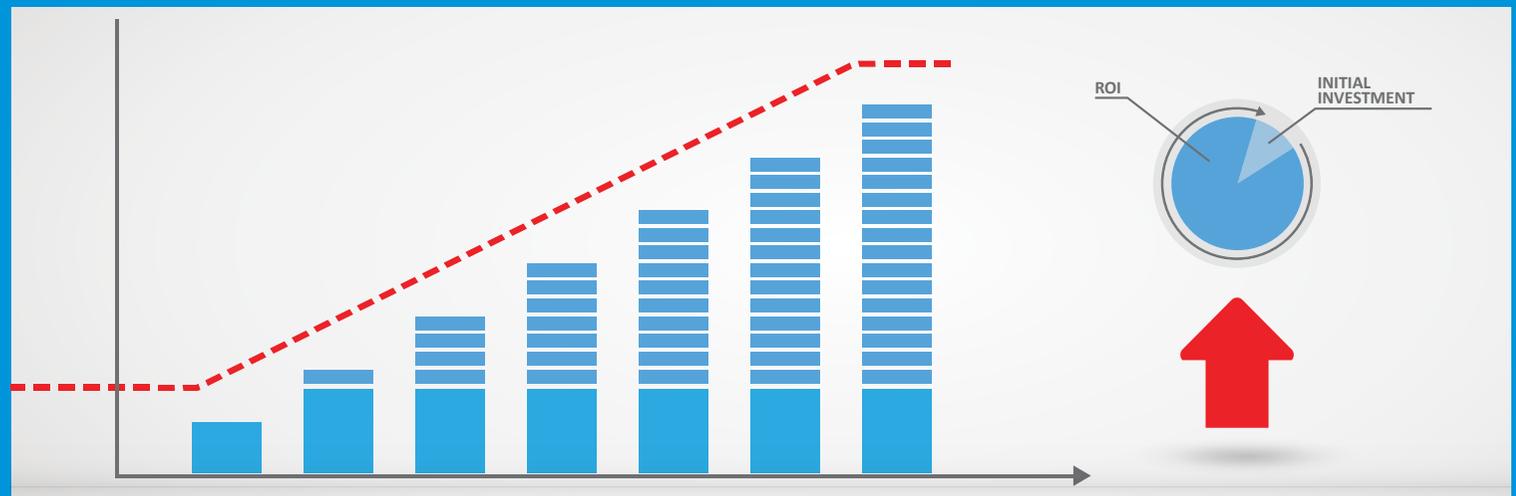
Quidgest is available to, together with their internal teams, determine the ROI within 1 year of any of these solutions, applied in your organization.

***Got questions?***

***Ask us for a quote.***

***For each situation, ask us a simulation of the savings of the proposed investment.***

Contact:  
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# Quidgest solutions for the Public Sector



ERP Enterprise Resource Planning

Solution

SINGAP



Global management

Solution

BSC Quidgest

Supply chain, Logistics and Assets Management

Solution

Computerized Maintenance Management System

Supply Chain Management

Assets Management

Purchase Management

Procurement

Inventory Management

Financial Management

Solution

General Ledger

Accounts Payable & Receivable

Cash Management

Expense Management

Budget Planning and Forecasting

Financial Reporting

Document and Business Process management

Solution

Business Process Management

ECM Quidgest

Information Management

Archive Management

Interoperability and Document Management

One Stop Shop



## Human Resources Management

### Solution

Payroll  
 Human Resources Management  
 Training Management  
 Performance Appraisal  
 Talent Management  
 Travel and Expenses  
 Health and Safety in the Workplace  
 Attendance and Leave Information  
 HR Self Service Portal



## Education and Training

### Solution

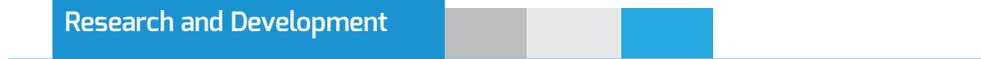
Campus Management  
 Training Management  
 Survey Management  
 MRO software (Aviation)



## Healthcare

### Solution

One-stop shop  
 Clinical Management  
 Electronic Prescription  
 Electronic Health Records  
 Health Plans Management  
 LIMS  
 Animal Facilities management



## Research and Development

### Solution

Genio



## International Cooperation

### Solution

Strategic Management  
 Health & Sports  
 Financial Management  
 Procurement, Logistic & Assets  
 Information Management  
 Human Resources  
 Unique Software Solutions



## Enterprise Resource Planning (ERP) Information Systems

SINGAP is Quidgest ERP tailored to Central, Regional and Local Public Administration needs in Europe and worldwide. The system covers all areas of public institutions.

**Quidgest's SINGAP® is:**  
**unique**, following the specific procedures of Public Administration;  
**progressive**, ensuring constant adaptation to changing business rules and legislation; **integrated**, covering all functional areas of a public institution; and **flexible**, allowing different configurations and the development of specific modules

## #Fields of Expertise

### Shared services

Financial management · Accounting public sector plans · Preparation of Budgets · Homebanking · Bank reconciliation · Accountability Human resources · Salary Processing Overtime · Allowances and travel expenses · Performance evaluation Attendance · Clocks biometric and virtual Portal employee · Provision e-procurement · Asset management (furniture, real estate, vehicles) Management documentation facilities and equipment · Integrated information management · Business processes Strategic Management and Balanced Scorecard

### i-Gov

#### (Innovative Public Management)

Dematerialisation Analysis and simplified procedures · Management mobility. Public administration electronic (E-government) Benchmarking · Strategic management · Service, contact centers and relationship management with citizens local and regional management companies · Business Management Housing stock · Cemeteries · Fleets Management strategic and operational networks water and sanitation Management georeferenced urban furniture · Regulations of control advertising · Parking management Training and specialized technical support

Maintaining public service excellence during times of unforeseen change requires bolder IT transformation. There is a major background requirement of sustaining existing services whilst achieving unforeseen savings. And all of this happens as citizen expectations are going beyond online public service delivery, and into ubiquity, including mobile platforms and social networks.



## #SOLUTION SINGAP®

### #CASE STUDIES

Portuguese Environment Agency  
Assembly of the Republic

Competition Authority

Lisbon City Hall

Cascais Envolvete

Social Housing Management

Coordination and Regional

Development Committee

Armed Forces General Staff

Portuguese Army

the Regional Government

Camões Institut

Hydrographic Institute of the  
Navy

Portuguese Quality Institute

Special Mobility Management  
System (siga ME)

Tourism of Portugal

Open University

University of Lisbon



## Reorganization and modernization of public organizations

With a solid track record of designing and implementing smart and flexible IT solutions, Quidgest has enabled dozens of Central and Local Government entities across Europe and other parts of the world in designing and implementing IT strategies that enabled our customers to reduce spending, improve services, whilst being flexible enough to accommodate the changes that undoubtedly services will go through in the coming years.

Our point of view is that IT should be here to support, not to hinder. Our solutions are tailored to match specific Public Sector requirements; we know all authorities have very specific needs. We use our own technology to ensure that we are able to do this very effectively, while keeping costs under control.

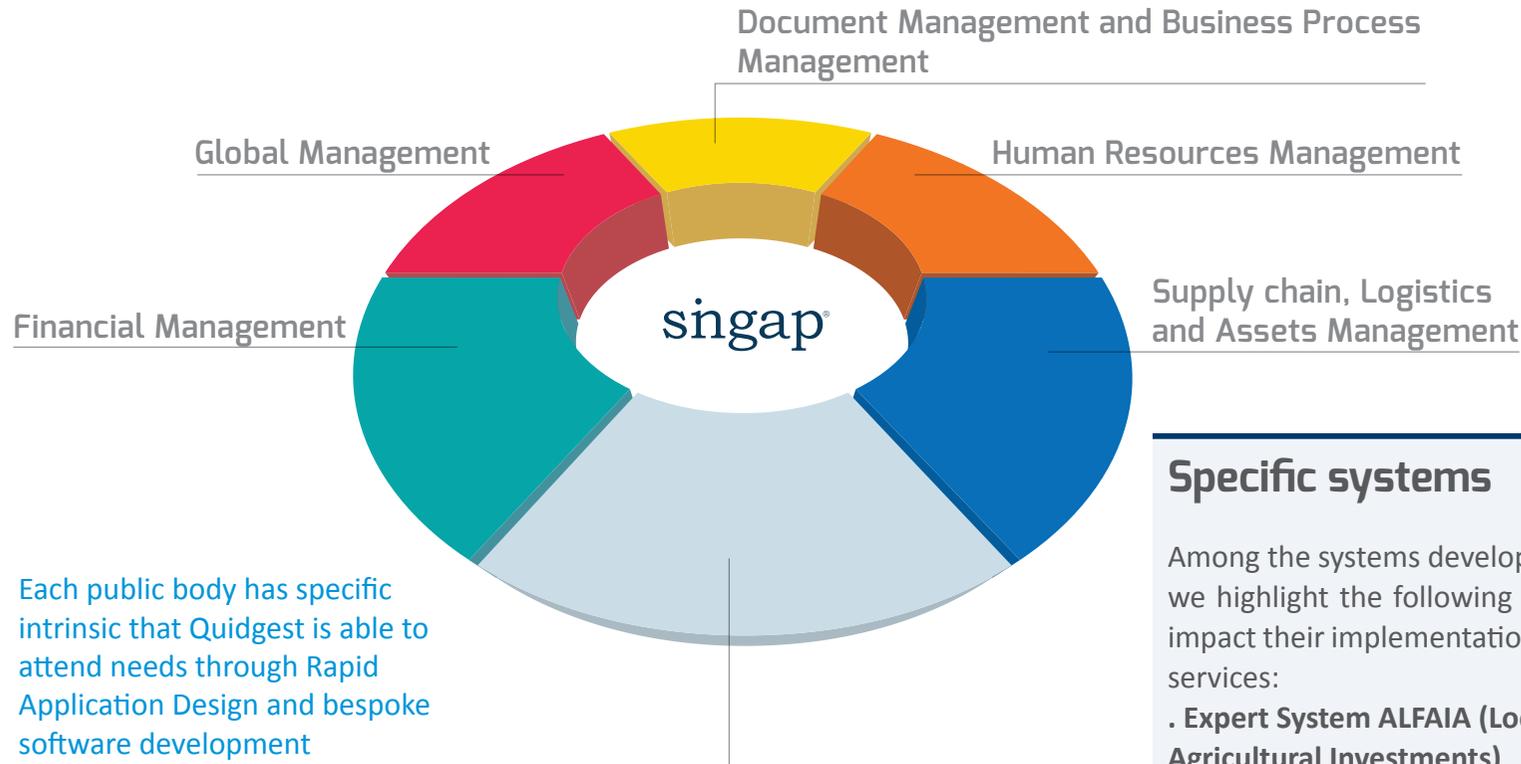
With implementations of solutions in public organizations operating in different areas, Quidgest's solutions and expertise are here to help, and fully focused on delivering smart solutions that enable Public Sector organizations.

## *A step forward in implementing shared services in the Public Sector*

Quidgest supports shared services in all Public Administration sectors:

- . Human resources
- . Salaries
- . Online services for social protection of civil servants and other civil service staff
- . Supply Management
- . Resource materials
- . Asset Management
- . Fleet Management
- . Property Management
- . Online Shopping
- . One-Stop Shop

# SINGAP<sup>®</sup>, excellence in Public Administration



more than  
**47.000**  
Human capital managed by SINGAP<sup>®</sup>

more than  
**120**  
clients with SINGAP<sup>®</sup>

## Specific systems

Among the systems developed for the Public Administration, we highlight the following by its complexity and by the positive impact their implementation had on the productivity of the public services:

- . **Expert System ALFAIA (Local Support for Advanced Training in Agricultural Investments)**  
Institute of Finance and Development Support of Agriculture and Fisheries
- . **Incentive simulation of PROCOM + Calculation of Interest and Subsidies for the PROCOM**  
Manager Office of PROCOM
- . **Protocol for ADSE with currency conversion, for the Body Diplomatic Ministry of Foreign Affairs**  
Ministry of Foreign Affairs
- . **Financial Accounting EXIT - Management Service of the Income Tax**  
Directorate General of Taxation

## Specific

Science and technology, education, justice, social security, employment, energy, economy, health, home affairs, defense, tourism, market regulation, statistics, international relations, agriculture, regional development, water management, tax credit for R & D.



## Unique Software Solutions

We build unique business software solutions together with our clients. You have the vision and the need, and we have the tool to make it happen: Genio.

We combined the success factors for a unique software solution: Skills and knowledge from your company + Genio and our specialist experience in the development of information systems.

Thanks to the unique platform Genio, Quidgest is the right choice for:

- . systems of strategic relevance
- . integrated systems
- . urgent systems
- . unique or specific systems

## #SOLUTION

BSC Quidgest®

## #CASE STUDIES

Commission for Coordination and Regional Development of the Alentejo

National Electric Transmission Company ENATREL-Nicaragua

Government of the Republic of El Salvador

Financial Management Institute of Social Security

Institute of Registration and Notaries

Portuguese Quality Institute



Dashboard scorecards



**“What you measure is what you get” Robert Kaplan & David Norton, 1992**  
**BSC Quidgest®, effectiveness and efficiency in strategy operationalization**

## BSC Quidgest®

A Balanced Scorecard is a performance management tool that consolidates all company information and supports strategy implementation and execution. The main advantage of the Balanced Scorecard is that it incorporates both financial and non-financial drivers, which guarantees a more accurate measurement and representation of an organization’s value propositions.

By aligning objectives, reinforcement and accomplishment of the defined strategy are ensured and allows an organization to focus on its core business activities.

What distinguishes BSC Quidgest from other solutions is its flexibility and that it can be tailored according to the company’s target setting. The tool links Objectives, Measures, Targets and Initiatives, and provides real-time access to company data, measures business performance and shows progress towards business objectives.

The Balanced Scorecard stimulates engagement and active participation of employees in target setting and management. Depending on the user access level, users can add comments, ideas and attach documents. Furthermore, it allows creating reports, analysis and alerts, which facilitates understanding metrics and key performance indicators that reflect how well a business process is being performed.

Thanks to its high flexibility, the system can integrate with the latest technologies and interact with other solutions, such as ERP systems providing the BSC instantly with data.



## #Case study

**The Technical Secretariat of the Presidency of El Salvador**

chose Quidgest to implement a strategic management tool that allows monitoring and evaluation of its Five Year Development Plan. In addition, the solution will enable the Government to control and assess accomplishments as a result of the donations made by the Millennium Corporate Challenge.

According to the Technical Secretariat, the strategic management tool developed by Quidgest is fundamental for the Government of El Salvador, as it provides useful information to facilitate decisionmaking, facilitates coordination at the highest level, allows automation of information processing and contributes to process improvement.



# Supply chain, Logistics and Assets Management

This unit specializes in the conception and development of solutions dedicated to supply chain management and logistics and the management and maintenance of movable assets, property, fleet or intangible assets. With a strong presence in central, regional and local Public Administration, Quidgest Supply Chain, Logistics and Assets Management Department offers a broad range of solutions.

**Information technologies are essential in the process of management and maintenance of equipment , contributing to increase the production capacity of organizations.**

## #Fields of Expertise

### Procurement and Logistics

Supply chain management  
E-procurement · E-auctions · Central purchasing · Just in time strategy  
Purchase department timely involved in sales · Performance management  
Fleet management · Transports highways management

### Assets Management

Tangible and intangible assets  
movables, real estate, vehicles or biological assets · Equity changes  
Forms of incorporation · Affectations valuation · Morphological families locations · Geo-tagging  
Contracts · Conservation states entitlements · Non recognition modes depreciations · Amortization  
Facility management · Software license compliance management

### Supplier management

Register of suppliers · Management of output suppliers · Concentration of providers · Contracts renegotiation  
Countries and regions evaluation: Global value sourcing · Risk assessment suppliers · Performance monitoring with KPI · Management of codes of conduct and corporate responsibility of Providers  
Management of discounts from suppliers and treasury

### Distribution

Merchandising management · Field Marketing · Team management  
Marketing medical supplies  
Bookstores management  
Newspaper distribution (kiosks)  
Remote distribution with support for PDA · Catalog management  
Claims management · Satisfaction surveys customers loyalty management  
Campaign management



## Supply Chain Management

Quidgest Supply Management information system was designed to efficiently manage the procurement of goods and services of a Public organization.

Flexible and integrated , this solution monitors all stages of the process from the proposed acquisition and bid process to the tenders reception, towards the final receiving of goods and services.

## #SOLUTIONS

Financial and Asset Management

Maintenance management information system

## #CASE STUDIES

Central Lisbon Hospital

São João Hospital

Lisbon Municipality

Institute of Ophthalmology

Dr. Gama Pinto

Fund for International Relations of the Minister of Foreign Affairs



*Do you need information about the costs and benefits of ongoing and past processes? Reliable and consistent information ? In real time? Financial and Supply chain management information systems built by Quidgest offers all the necessary information towards a better management and decision making*

### Financial and Asset Management

The integrated solution for financial and assets management leverages the benefits and efficiency of processes integration. The high level of integration allows for the complete deletion of repetitive tasks, maximizing productivity gains, decreasing user error margin and improving the quality of information provided.

### Maintenance management information system

The maintenance management system is a powerful aid in information management regarding all equipment and its maintenance. It allows you to perform organized registration of property and equipment, simplifying the process of identification of any anomalies, plan, prepare and schedule repair and maintenance tasks easily.



## #SOLUTIONS

Supply chain management

Asset management

## #CASE STUDIES

National Agency for Qualification

National Assembly

Competition Commission

Hydrographic Institute

Portuguese Institute for Quality

LNEC - National Laboratory for

Civil Engineering

Ombudsman's Office

Lisbon University



### Supply chain management

Quidgest's Supply chain management solution key features are the following:

multi- warehouse management; shared supply; alerts for supply and stock control; ABC analysis and production analysis; claims management, batch management, supply forecast based on consumption periods, among others.

### Asset Management

Quidgest Asset Management Solution allows you to manage and monitor the status of goods, through its allocation to services, resources and cost centers. The system also allows for warranties control, contracts management, technical assistance, insurance policy and repairs.

## #SOLUTION

### Purchasing Management

## #CASE STUDIES

National Agency for Qualification

National Assembly

Competition Commission

Hydrographic Institute

Portuguese Institute for Quality

LNEC - National Laboratory for

Civil Engineering

Ombudsman's Office

Lisbon University

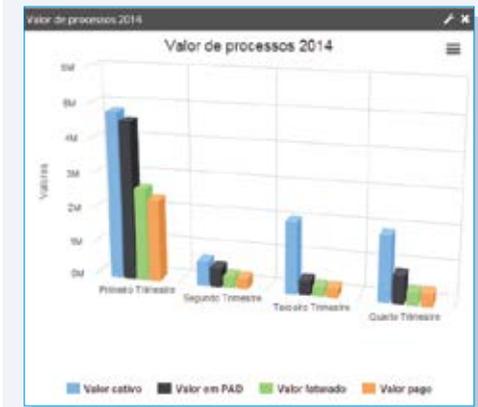
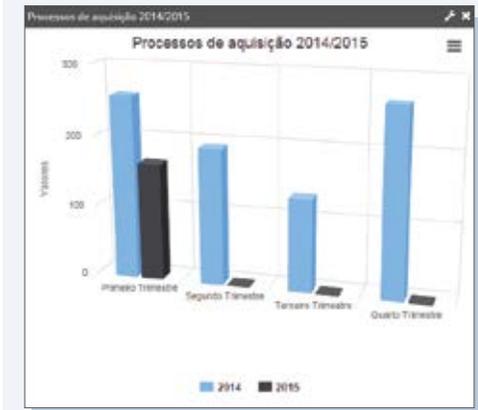
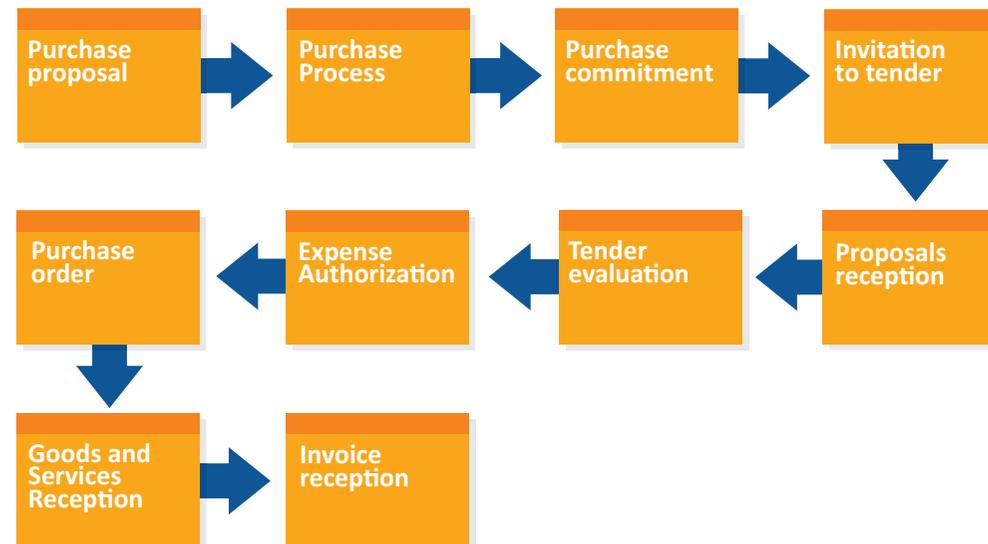


## Purchasing management

Quidgest Purchasing Management Information System tracks all the steps of the purchasing process from the proposed acquisition and consultation to suppliers in the market, to the reception of supplier proposals and receiving goods and services.

All processes are integrated in a single system, which allows for a great simplification of the purchasing cycle and cut-down on management costs.

## Workflow



## Solutions for Infrastructures, Public Works, Telco, Energy and Environment

Your dream is have a better control on project management, works and construction site? Before, during and post execution?  
Evolutionarily watching the ever-changing Marketplace? constantly appreciating what you do best?  
With great mobility features? Always one step ahead of your competition?  
Doing more with less is possible, with the support of Quidgest solutions.

### #Fields of Expertise

#### Large construction site

*Subcontracts management  
Geographic information systems (GIS)  
Equipments control · Business process management of telecommunication network installations, water supply networks, sanitation networks and wind farms · Management of collective equipment · Sport center management · Graveyard Management  
Construction site management at major events (Sports competitions, exhibitions, cultural events)*

#### Energy and Environment

*Management of energy efficiency  
environmental sustainability management · Waste Management  
Drainage and waste · Water treatment*

*management · Collection and treatment of solid waste management  
Project management for the installation of solar panels*

#### Engineering

*Civil engineering project management  
Process Management of water supply and treatment · Simulation of materials strength · Simulation of stochastic processes*

#### Industry

*Production management for the chemical industry and the automotive  
Stock management · Quality management · Mining Management  
Cork products management*



- 35% Aliquip
- 50% Nostrud
- 75% Amet
- 83% Ipsum
- 100% Lorem



## Financial Management

Quidgest Financial Management Information System is a complete suite of fully integrated modules, sharing the same database and completely adapted to the needs of Public Sector Organizations.

## #SOLUTIONS

General Ledger

Accounts Payable  
& Receivable

Cash Management

Expense Management

Budget Planning and  
Forecasting

Financial Reporting

## *Financial management provides support elements for decision making and manages the core business of the organization*

Reliable information system allows a tight management and follow-up on all daily financial transactions of the organization.

### Systems integration

Quidgest Financial management suite enables the integration of budget and equity accounts and provides the necessary tools to follow the evolution of the results and keep a strict control of the assets. Moreover, the integration allows for a reliable and high quality information system, with efficient data entry shared by several users with different roles and skills within an adequate control induced by the system itself.



**Quidgest Financial Management Information system includes the following modules:**  
**Public Accounting, General Ledger, Accounts Payable & Receivable, Cash Management, Expense Management, Budgeting, Planning and Forecasting, Financial Reporting**

## #CASE STUDIES

National Agency for Qualification

National Assembly

Competition Commission

Coordination and Regional  
Development Committee of  
Alentejo

Coordination and Regional  
Development Committee of  
Algarve

Coordination and Regional  
Development Committee of  
Lisbon and Tejo valley

Hydrographic Institute

Portuguese Institute for Quality

LNEC - National Laboratory for

Civil Engineering

Ombudsman's Office

Lisbon University



### Transparency in Public Budget management

Quidgest Public Accounting and Financial Management Information System increases the clarity and transparency in public funds management; improve control of financial regularity and the implementation of Budget; run public expenditure according to criteria of legality, economy, efficiency and effectiveness; make a correct management of financial resources; make better strategic decisions, particularly in the area of multi-year budgeting.



### Multiple Charts of accounts

This solution, in addition to responding effectively to Public accounting and provision of accounts also complies with all rules and regulations of the European Accounting System.

more than  
**780.000.000€**  
annual budget

more than  
**700.000.000€**  
financial transactions

more than  
**61.000**  
suppliers invoices treated

more than  
**38**  
organizations in the Portuguese  
Public Sector

more than  
**120.000**  
Invoices issued





# Document and Business Process Management

Quidgest solution manages documents and generic processes, but also - and this is its major advantage - the specifics and the importance assigned to each component (e.g. versions, drafts, physical archive, historical, deadlines, notifications), in your organization.

A global solution that can work in a substantially different manner by adjusting itself fully to your organization.

## #SOLUTIONS

Business Process Management

ECM Quidgest

Information Management

Archive Management

Interoperability and Document Management

One Stop Shop

## #CASE STUDIES

António Sérgio Cooperative for Social Economy

Army

National Laboratory of Civil Engineering

Directorate General of Armament and Defense Infrastructure

Faculty of Human Kinetics

General Inspection of Activities in Health Consulting

Naos - Office of Examination

# *The portfolio of systems for Document Management of Quidgest includes: Business Process Management; Information Management; Archive management and Interoperability and Document Management*

## Processes Dematerialization

Dematerialization means better availability of information, reuse, no redundancy and economy. Naturally, reducing to a minimum (or even eliminate) the use of information on paper respects all expected guarantees authenticity.

## Authentication using digital certificates

The dematerialization process is accompanied by guarantees of security, authenticity and inviolability of information as well as the capacity of audit. Whether the user authentication, or the electronic signature of documents and orders can use digital certificates. The digital signature scheme is based on a public key, in a transparency mode for the user, who must only know its own private key. The access to features and content is limited to users through permissions, with access control mechanisms and defining privileges.

## *Workflow and automation of information proceedings*

Automation of workflow streamlines processes and procedures, either by the possibility of instant communication, either by the help that at any time to the user. The real-time control of process flows ensures a more responsive and informed reply, decrease possible bottlenecks, obstacles or any delays. The system includes a feature of warnings and automatic collection and management and performance indicators.



## Human Resources Management

Quidgest offers systems that cover all activities related to human resource management, whether they are integrated in the company, in a shared service logic or run by companies specializing in process outsourcing (BPO).

## #SOLUTIONS

Payroll

Human Resources Management

Training management

Performance Appraisal

Talent Management

Travel and Expenses

Health and Safety in the Workplace

Attendance and Leave

Information

HR Self Service Portal

Training Management

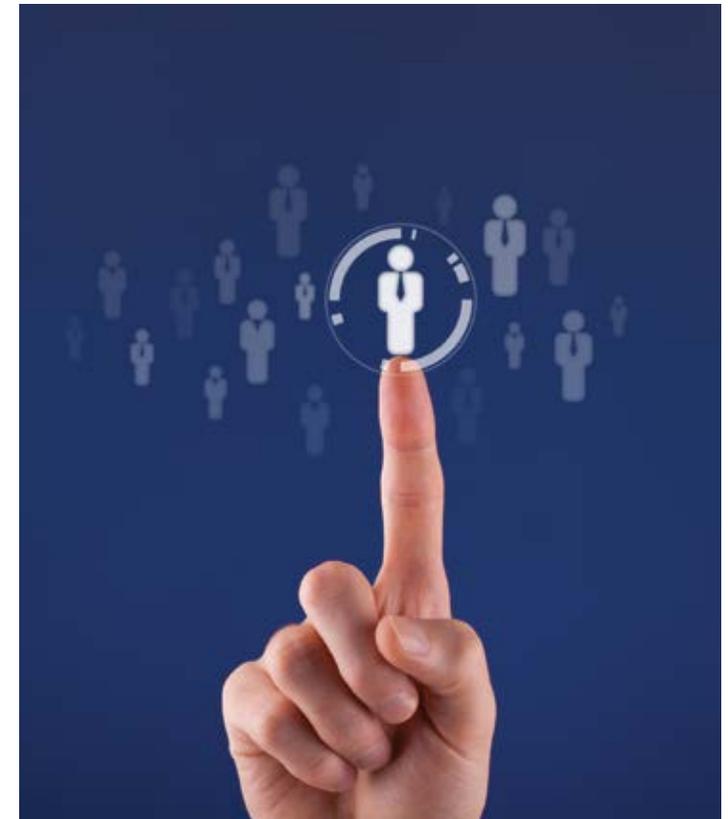
### *People before Technology*

*Innovative by heart and mission, our solutions focus in the interaction and the relationship between People and HR, position which improves the growth of not only organizations but also individuals*

### Human Resource Management

We are suppliers of technologically advanced solutions for Human Resource Management (HRM) integrated information systems (IS) in both administrative and technical components, using our own technology: Genio. Our portfolio includes more than 45 solutions in more than 50 customers, which corresponds to more than 300 solutions in use daily.

We combine technology and strategy, bringing users closer to their business processes and giving information support for better HR decisions. Working with and for people (People before Technology), our services allow, in addition to efficiency and effectiveness, common to the IS, respond to current strategic HRM concerns that impose more stringent values in organizational management, such as transparency, legality, legitimacy, evidence, and maximizing human capital.



## #CASE STUDIES

Hotel Ritz Four Seasons

SIGAR Human Resources

SIGRHARA - Human Resource

Management Regional Administration of the Azores

Performance Appraisal

Employees ICBS - Intellectual

Capital Benchmarking System

Shared Services Management of Human Resources



## Employee Relationship Management

With these solutions, each company can: decide more quickly and with data; Improve relationships with employees, which depends on the rigor placed in its management; Reduce costs by automating most tasks and processes by providing portals, on a self-service base; Increase transparency, with explanation of all assumptions, for example, in calculating the salary or career development; Maximize use of existing skills; Align performance goals with the operational and strategic performance.

*“Quidgest left a positive impression on me as they fully met our needs, offering an intuitive tool specifically developed to address the situation in East-Timor. Many difficulties arose during the project implementation: lack of qualified local staff, unstable political situation and changes to the development specification. However, Quidgest always demonstrated professionalism and commitment in delivering a comprehensive management system, as expected.”*

**Libório Pereira,**  
Chairman of the Board of the Timorese Public Administration

## #Case study



### PROJECT:

**Azores Human Resources Shared Services**  
Regional Government of the Azores

**A TESTIMONY:** *“Given the specificities of the region, an archipelago of nine islands with very different realities and requirements, the Regional Government is proud of having been able to implement, in 8 years, a human resources management model, based on pioneer (and unique, to date) support tools, which is leading Azorean Regional Administration to a new organizational model.”*

**Sérgio Ávila,**  
Vice-President of the Regional Government of the Azores

more than  
**50**  
customers from the Public Sector

more than  
**55**  
modules

more than  
**150.000**  
users

more than  
**4.000**  
records created per year

more than  
**390.000.000€**  
annually processed payroll

more than  
**200.000**  
employees managed



# Municipality Management

This Business Unit specializes in the conception and development of integrated management information systems specifically adapted to municipalities and counties.

Quidgest relies on a set of experts with deep knowledge on Public Management.

## #SOLUTIONS

### Housing Management

Not sharing information turn decision making into a difficult task, that affect social, financial and asset management of the housing stock. Quidgest' Housing Management solution was specifically developed to meet the management needs of housing, the level of membership and asset inventory, financial management and debt collection, as well as dematerialization and rapid access to housing processes. The integration of all modules in one system facilitates the sharing of information within the organization, contributing to the increased productivity of each employee.

### Assets Efficient Management

The system covers all fiscal needs, inventory and localization of assets, the management of contracted services to suppliers and purchases, and even the real estate registry and spaces.

### Processes Dematerialization

The query of contracts is simplified, being possible to access the chronological history of the exchange information between households, requests and complaints from tenants.

### Accuracy and Transparency

The monitoring of financial operations of the housing stock is ensured by the management of the collection of debts, budgeting, accounting and treasury.

### Information Sharing

The integration of all modules in one system allows access to up to date information about housing and tenants.

## #CASE STUDIES

Lisbon City Hall  
Porto City Hall  
Cascais Envolverte-Social Housing Management

## Municipal Information System

*is a fully integrated management information system that has been completely adapted towards the needs of Municipalities and counties, counting with the following features:*

budget management, analytical accounting, inventory and asset management, supply chain management, real estate and social housing, logistics and contracts, including Civil works, fleet management, document management, human resources management.

## Municipal Information System

This solution addresses municipalities and counties goals of:

- . Having a fully integrated management system (ERP) including financial and assets management, human resource management, document management and other specific modules.
  - . Maintain or exceed current levels of robustness and reliability of ERP systems
  - . Overcoming the user experience, making it easier to work together, distributing tasks and incorporating suggestions from users
  - . Reduce licensing and maintenance costs
  - . Ensure a smooth transition and migration of historical data
- Municipal Information System is based on SINGAP a system developed by Quidgest in over two decades of experience with the Portuguese Public Administration, at national, regional and local levels, covering all procedures for all functional areas existing in the municipalities and inter municipal communities.

Four teams are involved in the implementation of the system, composed by experts in consulting and software development in the several areas addressed: Financial, Assets, Documents and HR. The solution is fully integrated.



## Healthcare

Healthcare managers seek viable and robust solutions that evolve according to the needs of their institutions. Quidgest seeks to respond to those needs with a team of experts in healthcare that develop specific systems for healthcare systems, insurance companies, health centers, hospitals and laboratories, always thinking on improving the patient service delivery.

## Quidgest Healthcare System

**A global solution to manage healthcare programmes  
Health systems, National Health Services, Health Insurance, Social Services,  
Management of providers (own, contracted and external) network,  
Management beneficiaries, Senior health, Occupational Medicine  
and Occupational Health**

### #Fields of Expertise

#### Health Systems Management

*Health systems (public or private)  
National Health Services · Health Insurance · Social Services · Management of providers (own, contracted and external) network · Management beneficiaries · Management of reimbursements · Managing the relationship with the recipient · Senior health · Occupational Medicine and Occupational Health*

#### Rationalization

*Electronic prescription medications  
Accountability · Management by objectives · Performance Evaluation of Medical Staff · Hospital billing  
Management for groups of homogeneous diagnoses (GHD) · Management of health resources (blood, drugs, diagnostic aids) · Blood Tracking  
Stock management and hospital*

*pharmacy · Hospital management  
Clinical management · Facility Management*

#### Interoperability

*Electronic exchange of administrative, financial and clinical (HL7) · Clinical Electronic registration · Laboratories LIMS - Integrated management of laboratories · Planning of crops  
Reports · Genetics · EQA - External Quality Assessment in clinical and environmental laboratories*

#### Research

*Vivarium Management · Systems of prevention and screening of oncological diseases · Management of medical congresses · Animation of medical congresses · Surveys (Senology)  
Oriental medicine (acupuncture)*

### Quidgest Healthcare System

The Quidgest Healthcare System enables the simple communication between health providers (e.g. hospital, clinics, private practice medical offices) and all beneficiaries of the managed Healthcare System Network.

Health providers will be able to lower costs and improve the quality of their services by transforming their financial, technological and clinical practices.



## #SOLUTIONS

One-stop shop

Clinical Management

Electronic Prescription

Electronic Health Records

Health Plans Management

LIMS

Animal Facilities  
management

## #CASE STUDIES

One-stop Shop São João Hospital

Institute of Ophthalmology  
Dr. Gama Pinto

PNAEQ –External Quality  
Assessment

Integrated Management of  
Health Plans PT ACS



## Features

- . Manage beneficiaries data, issue beneficiary cards, quotas, relevant situational logs professional data, documental management.
- . Manage receiving entities, covered entities, providers and specific contracted services (available service packages, non-covered services, pharmacy, IRS taxes).
- . Medication Disposal protocols.
- . Automatic processing of contribution values for both beneficiaries and providers.
- . Health Plan Management: create, modify plans, coverage periods, limits and fees. Set up reimbursement values and exclusive services.
- . Financial Health Plan Management: preservice analysis, cost-of-service, reimbursement analysis.
- . Tax statements for both Beneficiaries and Providers.
- . Beneficiary Website allows the beneficiary to update information, search for different providers, FAQ and make enquiries, schedule appointments, consentment forms and requests, real-time statement.
- . Provider Website allows the provider to update information, manage schedules, access consentment forms and requests, as well as their real-time statement.



## #Case study

**PROJECT:** Health plan management information system

**A TESTIMONY:** *"Given the business specificity and the lack of good existing solutions in the market matching our requirements, we chose to develop a bespoke solution with Quidgest for managing our health plans and healthcare centers. (...) I would like to stress the availability and sense of responsibility of Quidgest professionals. We overcame one of the more turbulent period PT-ACS had passed through since its establishment."*

**Anabela Martins,**  
Portugal Telecom Healthcare Association

## #SOLUTION

Animal Facility Management

## #CASE STUDIES

Institute of Molecular Medicine



*IT experts concern the future of the Public Health*

### Animal Facility Management

Given the complexity of the daily activities of Laboratory Animal Centers, managers and researchers from various scientific centers express their concerns regarding the computerization of aspects inherent in their daily work. Quidgest responds to these concerns by offering a Animal Facility Management Software. The key users of this solution are those responsible for the global management at Laboratory Animal Centers, as well as research units and their researchers.

**The Advantages of the Animal Facility Management Software are:**

- . More effectiveness and efficiency in managing logistical issues inherent in the Laboratory Animal Center;
- . History of all interactions related to the activity of the Laboratory;
- . Better project management at the Laboratory Animal Centers;
- . It is possible to apply different user access levels, defined by staff profiles (researcher, stock manager, manager of a laboratory animal center, etc.).
- . More and better reports, containing inside information in real time;
- . Better internal communication between staff;
- . Improved Document Management
- . Helps you to prevent forgetting important tasks, as the system sends alerts and notifications to the users.
- . Guarantees the best hygiene, asepsis and safety standards necessary to obtain and use articles in stock.





## Education and training

In a society increasingly competitive, marked by flexibility and quality of information, universities require competent administration, dedicated to improving the quality of their services.

Information systems are a key organizational resource in the management of these institutions. Indeed, the systems enable greater sharing of information between students, teachers, employees and the academic community; in addition to their essential role in strategic decision making.

## #SOLUTIONS

Education and Training

Campus Management

Training Management

Survey management

MRO software (Aviation)

## #CASE STUDIES

Lisbon Metropolitan Area

Vocational Training Center of

Metallurgical Industry and  
Metalworking (CENFIM)

CERCI Oeiras

GESCRIAR

IEFP - Institute of Employment  
and Professional qualification

Polytechnic Institute of Coimbra

Portugal Airlines

Sinase



## Training Management

*The portfolio of Quidgest solutions in this area includes:  
Education and Training, Campus management, Survey management,  
MRO software (Aviation)*

### Integrated Management of Higher Education

Quidgest has developed an integrated academic management system: a solution that enables the management and control of the processes of schools, academic institutions and universities.

Thanks to Genio, the platform Quidgest automatic code generation, academic management system is a solution that can easily adapt to each institution and continually evolve over time thanks to the inclusion of new features, satisfying all academic procedures.

The Quidgest academic management system guaranteed a quality service to students, teachers and the entire university community. With better management, the institutions can ensure the achievement of quality standards and a better positioning in international rankings.

### Survey Management

The Survey Management solution aims to endow the organizations of total autonomy in creation, management, transmission and processing of surveys and questionnaires for customers, employees, students, suppliers or partners.

Build, distribute and analyze online surveys, developing a strong usability component, ease of use, data processing and reporting.

The web application can be used to create new surveys, update an existing survey's questions and report generation on surveys that have been completed or are in-progress. This information could be used for external purposes, for example, to capture client information or measure client satisfaction or for internal purposes, such as measuring employee satisfaction.

Thanks to its versatility the system can be applied in organizations, companies, universities, research centers, training centers, schools or by individuals.

### MRO Training Software

In order to comply with training quality standards and to obtain a PART-147 certificate, organizations must ensure all standards and procedures required by national and international authorities are followed with regard to their training area. In most cases, training programs involve a large amount of information on program content, trainees, courses and activity plans and is often difficult to control.

If training audit processes are not correctly followed and controlled by respective auditors, the risk nonconformities occur increases.

The solution MRO allows a training entity to monitor and control all running workflows, ensuring:

- . More efficient training processes;
- . Reliable real-time information;
- . A clear overview of trainer/trainee information and performance;
- . Streamlining training management workflows, which reduces duplication of trainer efforts;

# R&D Research and Development

From its early beginnings, Quidgest has dedicated its R&D resources towards automatic software generation. This led to the creation of Genio, a highly productive platform that has been used since 1991 for the production of all information systems.

To reduce development time and costs, Quidgest builds solutions on a higher abstraction layer, which allows a bottom up approach to unique information systems. Our solution building platform, Genio, automatically generates traditional high level code.

Your consultants may therefore focus on business processes, instead of constantly spending time resolving programming language issues. Furthermore, a single consultant has the ability to control the entire solution production process, allowing the delivery of improvements and receiving immediate feedback on the solution being developed.

## Genio: what makes us innovative

### Continuous evolution

The quick turnaround ability reduces maintenance costs, and ensures that applications are continuously aligned with business needs.

### Knowledge Transfer

A friendly environment is provided to rapidly build, change, and deploy solutions without resorting to programming, which facilitates knowledge transfer between project members.

### Hot Deployment

Deployment into production and software regeneration are done in one click. This eliminates the need to schedule time-slots for deployments, avoiding downtimes and subsequent business disruption.

### Higher Return on Investment

With the acceleration of development times, the biggest share of project costs is reduced and revenues are increased through earlier deployment of solution. Consequently, manpower costs through the application life-cycle, covering development, deployment, maintenance, and operations, are lower.

```
function makeHash(pwd,mult) {
  pass=pw.toUpperCase();
  hash=0;
  for (i=0;i<pass.length; i++) {
    letter=pass.substring(i,i+1);
    c=alpha.indexOf(letter,0)+1;
    hash=hash*mult+c;
  }
  return(hash);
}
//<[CDATA:
//WORK IS PROGRESS
//]>
>>//ACCESS GRANTED
```

## #SOLUTION

Genio

## #CASE STUDIES

Collaboration with universities

Genio 5 Years Roadmap

Master's and doctoral degrees in business environment

Project First Sight Model

Project QSearch financed by QREN



## Point of difference?

Genio combines technological independence, code standardization and quick delivery in multiple technologies using a single platform.

*Genio is a platform for rapid development of comprehensive information systems, combining model-based development with automatic code generation in different programming languages such as MVC, PhoneGap, Web services, HTML 5 or C#*

## Genio: what do you get?

### Short time-to-market

By means of the latest technologies, the estimated time to develop prototypes for clients is dramatically reduced.

Adequate to business environment: whether you are working in the field of insurances, media, health care or any other specific branch, Genio is able to provide customized information systems that fit your business needs.

### User involvement

System users are able to know, at any moment, the situation of a project in real-time, by means of a reference framing integrated in Genio.

### High service level

Quidgest deep domain knowledge and experience enables our professional staff to tailor their methods to the needs of our clients and implement programs with lean, efficient teams.

### Permanent upgrading

Genio guarantees constant upgrading of information system in order to maintain a high productivity level. This is possible by means of new instruments and evolving techniques.

### Zero errors

Our solution building platform, Genio, automatically generates traditional high level code, without errors! Your consultants may therefore focus on business processes, instead of constantly spending time resolving programming language issues

## Model Driven Software Development

+100 Active Information Systems

98% of the code is generated automatically

+500 patterns

x10 times faster project delivery

1/10 the size of usual project teams





*Software development as a key for growth*

## International Cooperation

Quidgest supports international cooperation and believes that software development plays a constructive role in international development. Building sustainable networks with developing country local firms and R&D institutions, and fostering the existence of a high quality national in-

## Industrializing software production

Our small teams of dedicated professionals deliver customized information systems worldwide for over 2 decades. It has been achieved through high investments in R&D and a strong backend structure of consultants and developers that support local teams and cope with customers special needs.

Our teams work in straight collaboration with public institutions in Asia, Africa and South-America and help them achieve their goals through the implementation of information systems. They also fulfill short term missions of Public Assistance, partnering with international consultants firms specialized in international aid.

## Our key strengths

- . Building complex systems with active participation of the key users;
- . Significant reduction of delivery deadlines;
- . Continuous evolution of solutions due to internal and external changes;
- . Developing flexible solutions, built-to-fit business practices;
- . Significant reduction of maintenance costs;
- . Knowledge database of more than 500 software projects.
- . Model-driven development with automatic code generation boosting delivery times.

## #SOLUTIONS

- Strategic Management
- Health & Sports
- Financial Management
- Procurement, Logistic & Assets
- Information Management
- Human Resources
- Unique Software Solutions

## #CASE STUDIES

- Technical Secretary of the Presidency of the Republic of El Salvador | El Salvador
- Enatrel - State Enterprise for Electricity Transmission | Nicaragua
- Maputo City Council | Mozambique
- Ministry of Finance | Mozambique
- Institute for Luanda Urban Planning & Management | Angola
- National Assembly of the Republic | El Salvador
- Attorney General of the Republic | Mozambique
- CPLP Community of the countries of Portuguese Language | International organization
- Cligest | Angola
- National Assembly | Angola
- Public Service Commission | East Timor
- National Traffic Institute (INAV) | Mozambique
- Ministry of Social Solidarity | East Timor

*“What we need to deliver our consultants are not in the studies, which are stored in a drawer, or advice of difficult application, which require expensive and time-consuming implementations.”*

Follow big ideas for information technologies that support its execution is nowadays the only way - economically viable, structural and enduring - to positively influence an organization.

## #CASE STUDIES

Competence Centre in  
Public administration

Business Consulting

Consulting formulation  
and implementation of the strategy

Consulting processes  
business (BPM) and flows  
documentation

Partnerships with other  
consultants

## Technology on behalf of objectives

As our name indicates, Quidgest - Management Consultants, SA is primarily a consulting company.

Quidgest consultants are committed to an integrated perspective, from design (strategy or processes) to the operation through development and technological implementation. Propose that know exactly how to perform. And managers are the knowledge, much more than mere computer technicians.

By establishing many interactions with key decision-makers and agents of change in processes of high complexity, and their close connection to the technological evolution, the Quidgest is in an enviable position to focus on big ideas, innovative and multidisciplinary (expert sourcing). The result is supported strategies and procedures for information systems and technologies that have provided a framework for all activities in order to achieve goals.

## Surgical interventions, if not required revolutions

Many technology offerings impose redo it (under the motto that “it is not the system that must adapt, but the companies”). Changing everything has risks and high costs. Quidgest consulting team, on the other hand adjusts itself sets, allowing surgical interventions.



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