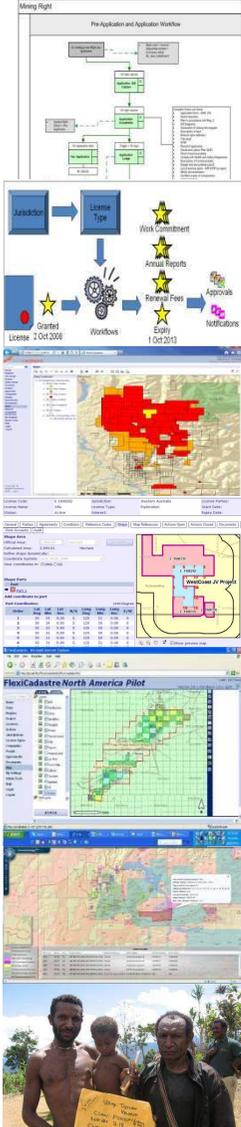




Maximizing Customer Service using External SMS/Email Notifications



The Mozambique Experience

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Overview



- Mozambique Mining Sector
- Project Background
- Upgrade Project
- External Party Notifications
 - Business Case
 - System configuration
- Demonstration





Mozambique Mining Sector



- The socio-economic indicators are steadily growing in Mozambique
- In the past few years the GDP is growing on average of 7 to 8%
- The inflation rate is under control and the local currency is stable
- The fiscal incentives for foreign investment are attractive
- The infrastructures such as roads, telecommunications and energy are improving substantially

Mozambique offers good investment opportunities:

- Good mining Potentiality
- Favourable legal, regulatory and fiscal framework
- Political stability
- Therefore there are open investment opportunities individually or in partnership with public and local private investors



Project Background



- **Pre-2003 – Manual licensing process using**
 - Hard copy topographical maps, 1:50,000 & 1:250,000 maps
 - Low level computer processing - No live maps
 - Only physical archives management
- **2003 – Implementation of FlexiCadastré v1.0**
 - Management of only 4 license types in FlexiCadastré
 - GIS Tools to manage license shape validations, map production etc in ArcGIS, external to system
- ***Transparency Not Guaranteed***



Upgrade Project



- Upgrade to latest version of FlexiCadastre
- Custom workflows developed to manage licenses for all 10 license types in Mozambique
- Spatial Validations now configured in FlexiCadastre
- Fully integrated mapping interface using ArcGIS Server
- Letter Templates no longer hard-coded
- Connections to 4 Provincial Offices
- Complete & Transparent Audit history
- ***External Email/SMS Notification Module***
- Go-Live planned for April 2012



External Party Notifications



- A decision was made to implement the new External Email/SMS customer notification service to maximize efficiency.
- The aim is to improve the communication with the Public and reduce complaints due to delays in the licensing process.
- Improved Communication should lead to greater transparency in the mining sector



User Constraints and Needs



-
- Poor internal communication processes with the applicant/public during application process
 - Long period to grant mining Rights due to overdue manual notifications not being sent
 - Ensure an efficient communication with the public, during the application process



Types of Notifications



- Mining Regulations stipulate a high number of formal notifications to be made during the licensing process
- Mozambique FlexiCadastre utilises over 130 separate action types across the ten license types
- Analysis of the workflow processes identified 26 important actions for which external notifications would be beneficial.



Action Types



-
- Decision over the the Mining Licence Application
 - Publication of Coordinates in the Newspaper
 - Royalties (Production Tax) Payment
 - Surface Tax Payment
 - Decision over the revocation of a Mining Title/license
 - Submission of Annual Report
 - Decision over Mining Title/Licence cancelation
 - Decision over the application for Licence Renewal
 - Request for submission by the applicant of any information relevant for the licencing procedure according to the mining Regulation
 - And others



System Architecture



- FlexiCadaastre generates a notification email which is sent to a Service Provider gateway (eg Clickatell) which converts the email to a SMS. The SMS is then sent to the relevant parties' mobile phone





System Requirements



- Internet connection from the FlexiCadastrre server
- Purchasing of message credits
- Populated email addresses and mobile telephone numbers in FlexiCadastrre for all companies and people

The screenshot displays the FlexiCadastrre web interface. The top navigation bar includes the FlexiCadastrre logo, a search box, and user information: 'User: FlexiCadastrre Adr', 'Version: 4.3.3.00 (Be)', and 'Instance: What's New in FlexiCadastrre 4'. The main content area is titled 'Companies > Details' and features a breadcrumb trail '<-- EDIT -->'. A horizontal menu allows navigation between 'General', 'Address', 'Accounts', 'Staff', 'Licenses', 'Reference Codes', 'Documents', 'Agreements', 'Actions', 'Groups', 'Intierra', and 'Work Accounts'. The 'General' tab is active, showing the following details for 'Down Under Resources Ltd':

- Company Name: Down Under Resources Ltd (with 'CHANGE NAME' and 'NAME HISTORY' buttons)
- Abbreviation: (empty field)
- Company Type: Public Limited Company (dropdown)
- Registered Country: Australia (dropdown)
- Company Status: Trading (dropdown)
- Registration Code: DUR
- Primary Contact: (empty field with a gift icon and a red 'x' icon)
- Intierra URL: <http://www.intierra.com/>
- Archive:
- Group Company:
- Holding Company:
- Held By: (empty dropdown)
- Region: (empty dropdown)
- Comment: (empty text area)

The 'Contact Details' section at the bottom includes:

- Telephone 1: +27 21 5313132
- Telephone 2: (empty field)
- Mobile Number: +27 72 797 6852
- Fax: (empty field)
- Email: Land.Manager@DownUnderResources.com
- Website: <http://www.downunderresources.com>

On the left side, a vertical menu lists various application features: Home, Projects, Licenses, Actions, Approvals, Companies (highlighted), People, Agreements, Documents, Maps, Reports, My Settings, Admin Tools, Help, and Logout. At the bottom left, there is a 'Legal' section with copyright information: 'Copyright © Spatial Dimension 2005 - 2012'.



Notification Templates



```
File Edit View Insert Format Help
<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Transitional//EN" "http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd">
<html xmlns="http://www.w3.org/1999/xhtml">
  <head>
    <title>FlexiCadastro : {{Subject}}</title>
    <meta http-equiv="Content-Type" content="text/html; charset=iso-8859-1">
    <style type="text/css">
<!--
.style2 {font-family: Arial, Helvetica, sans-serif}
.style3 {font-size: xx-large}
.style4 {font-size: large}
-->
    </style>
  </head>
  <BODY>
    <P align="center" class="style2"><span class="style3">Departamento do Cadastro Mineiro<br />
    </span> <span class="style4">FlexiCadastro Requerente licença</span></P>
    <P class="style2">[[General|Todays Date]]</P>
    <P class="style2"></P>
    <P class="style2">Pedido de licença [[License|Code]] foi aprovado.<br />
    <P class="style2">Por favor, recolha o título do escritório de Cadastro até [[Action|Date Due]].<br />
    <P class="style2"></P>
    <P class="style2"></P>
    <P class="style2">Atenciosamente<br />
    <P class="style2">O Director Nacional de Minas<br />
  </BODY>
</html>
```



Notification Templates



```
SMS Party Notification Template.txt - Notepad
File Edit Format View Help
api_id:3324611
user:FlexiCadastre
password:sdsupport531
to:[[Notification|Mobile Number]]
text:Pedido de licença [[License|code]] foi aprovado. Por
favor, recolha o título do escritório de Cadastro até
[[Action|Date Due]]
```



Action Type Configuration



Admin Tools > System Types > Action Types > View

SAVE CANCEL

Action Type Name: **Notificação ao Requerente**

General	Approvals	User Notifications	Party Notifications	Documents	Reference Template	Checklist Items	Interface Customisation	Required Fields	
Notification Dates									
Notification	Interval		Before/After	Date	Filter				
Notification 1	0	Days	After	Action Creation Da	Actions Closed Suc				
Notification 2									
Notification 3									
Notification 4									
Notification 5									
Party Notification Distribution									
Licenses									
Party Type	Notification 1		Notification 2		Notification 3		Notification 4		Notification 5
	Email	SMS	Email	SMS	Email	SMS	Email	SMS	Email
Legal Representative									
Manager									
Mineral									
Old Owner									
Owner									
Registered	Notificação								
Representante Legal	Notificação	Notificação							
Responsável Técnico									



External Party Notification - SMS





External Party Notification - Email



FlexiCadastré Party Notification

Inbox x

Print all



flexicadastré@spatialdimension.com

16:35 (0 minutes ago)



to me

Departamento do Cadastro Mineiro
FlexiCadastré Notification - License Applicant

08/Feb/2012

License Application 4501 has been approved.

Please collect your license title document from the Cadastre Office 18/Feb/2012.

Kind Regards

National Director of Mines

EXAMPLE ONLY



Demo



PLEASE TURN ON YOUR
MOBILE PHONE NOW

