

Ensuring Accuracy with PlumWare

Business Challenge

Client Profile

Client: Intelligence Department of Telangana State Police

Background:

- Client is a public service government-run organization
- Client conducts background verification of all candidates seeking various positions in different government organizations
- Locations: 9
- Plum ERP users: 15+
- No. of years used: Since 2015

Telangana State Police Department is responsible for ensuring the security of the citizens of the state against miscreants and crime. The intelligence department under Telangana State Police provides security services to the various other departments operating under government by scrutinizing the various candidates applying for jobs with them. When a candidate is shortlisted for selection to any position in any government organization, a background check needs to be conducted to ensure that the candidate is suitable for the respective position.

The background verification process involved a long, redundant process of checking each candidate's details. Attestation forms containing details of the selected candidates were sent by the various government offices to the IG Department Head Office either by post or email. All this information had to be recorded before the verification begins and this caused a lot of delay. Post verification, the forms had to be sent back again to respective district offices for further verification.

The physical exchange of candidates' details by post or emails and the manual recording of data on excel sheets increased scope of errors. With no centralized recording of data, tracking of essential details of the different candidates by the various officials of respective government departments became almost impractical.

Solution:

Telangana State Police Intelligence Department was in need of a centralized, automated system that would maintain all data about the candidates selected by various government organizations. With all data at one place, the background verification of the candidates could be easily traced by the higher officials of the respective government organizations. There was also a need to reduce the time involved in completing the verification process.

PlumSoft's customized application built on the PlumWare platform was implemented by the department. This solution based on the cloud ERP model helped in synchronizing all information and made the background verification process hassle-free.

Results:

PlumSoft's Plum ERP solution automated the process of background verification of selected candidates for different government jobs.

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The solution offered improved accuracy and made the background verification check process easier and less time consuming. The following improvements were noted in the process.

- The solution made it possible for the various government organizations to upload data relating to the selected candidates through authorized access. This information would be immediately available to the Telangana State Police Intelligence Department. Instead of sending the details by email or post, which could cause security concerns, uploading of data online is a more secured way recording data.
- Duplication of errors can also be avoided as all data is available at one source.
- Government officials could easily track the verification completion or pending status through authorized access.