

Social Safety Net (Mosa'adat)

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Entitlement programs that provide services that beneficiaries absolutely rely on leaving no room for service delays or barriers to access, are at that forefront of countries' national agendas. Our solution – Mosa'adat, can help your organization improve the quality and efficiency of enrollment processes, eligibility determination, and the administration of benefits and claims. This automation solution, enables social services professionals to service citizens and beneficiaries fairly, efficiently, and consistently, while maintaining full compliance with laws and regulations.

Mosa'adat is an "easy-to-use" web application that was developed to fully automate the operations of ministries of Social Affairs and Social Welfare agencies. Mosa'adat helps in processing the applications of beneficiaries, conducts eligibility checks, calculates minimum income levels, issues monthly financial aid, and tracks beneficiary records and their monthly payments. The various features of Mosa'adat provide a simple yet accurate method of viewing, inserting, updating, and tracking information on various social services cases. The system, which is multilingual but currently obtainable in three languages - Arabic, English and Kurdish, tracks information and provides reports. These languages are applicable to the User Interface, as well as the data entry in the Administration Module.

Furthermore, Mosa'adat can be deployed in one central location and accessed by remote users beyond the central office. It also supports several installations at different remote sites, with the ability to synchronize all data records in the central database.



Solution Features:

- Archiving/Scanning Module
- Reporting Engine
- Security/Administration Module
- ID Cards Creation and Support
- Multilingual support

Technology:

This System was developed using 3-tier architecture utilizing Microsoft Technologies and Servers:

Microsoft .Net

Microsoft SharePoint Server 2007 as a Back-End repository for document management.



References:

Mosa'adat was implemented in Iraq by the Ministry of Labor and Social Affairs (MoLSA). The application currently handles over 1 million beneficiary records in Baghdad and other governorates in Iraq.

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Solution Benefits:

- Beneficiary eligibility checks for financial and social services
- Improved contact center efficiencies
- Transparency and fraud management
- Enhanced accuracy of data and calculations
- Easily updated inputs such as policy amendments
- Efficient tool for assessing national social welfare and social welfare organizations

