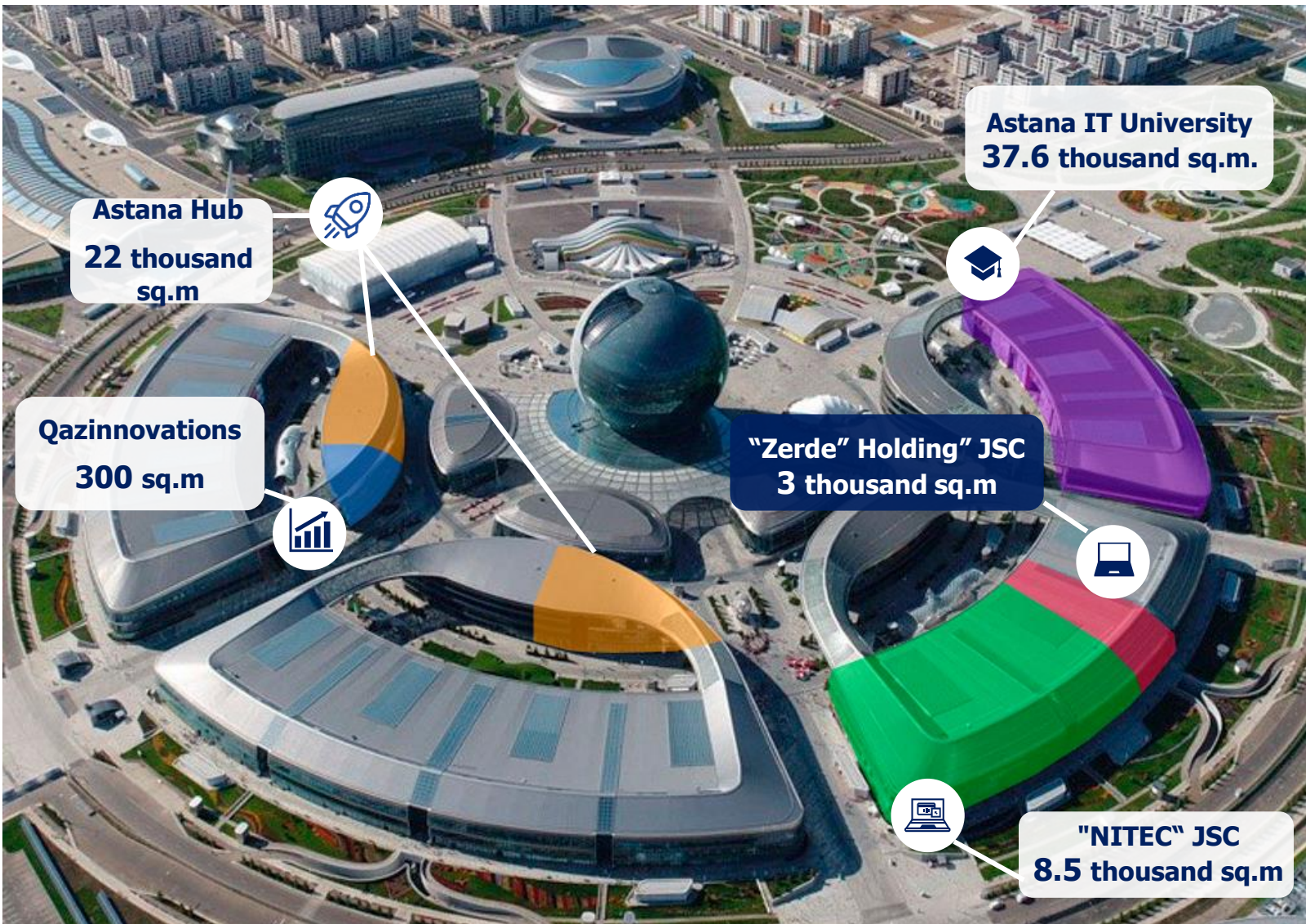


DIGITAL TRANSFORMATION

OF “ZERDE” HOLDING” JSC
AND ITS SUBSIDIARIES



MOVING OF ZERDE HOLDING AND SUBSIDIARY ORGANIZATIONS TO THE EXPO TERRITORY

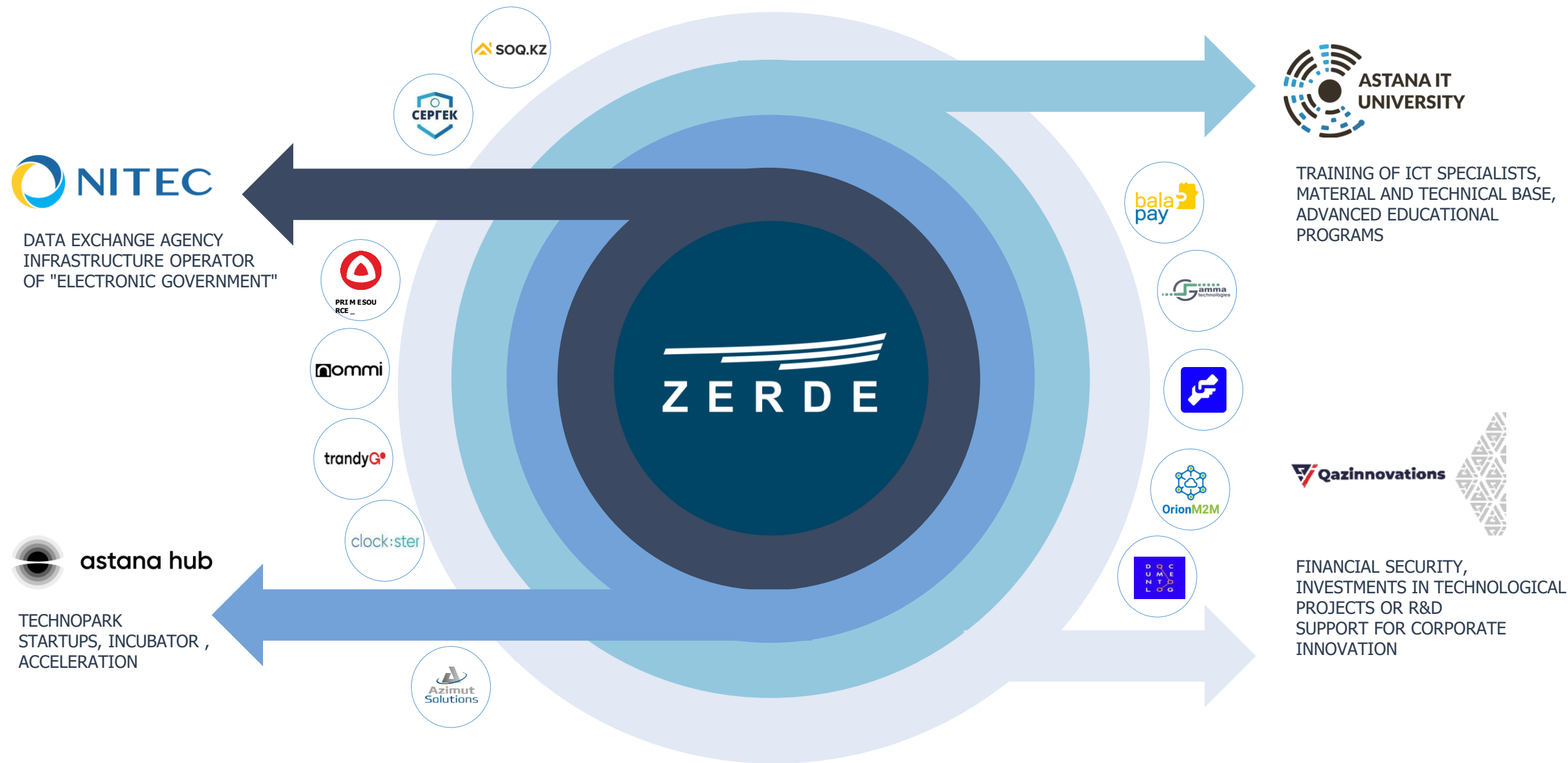


MOVING IN 2020 TO THE EXPO TERRITORY OF THE MINISTRY OF DIGITAL DEVELOPMENT, ZERDE HOLDING AND SUBSIDIARY ORGANIZATIONS

CREATING AN INNOVATIVE ECOSYSTEM

PARTICIPATION OF IT COMPANIES IN THE DEVELOPMENT OF THE CLUSTER

POSITION OF THE HOLDING IN THE SYSTEM OF ICT ORGANIZATIONS



REVIEW OF THE LEADERS OF KAZAKHSTAN

accenture



Deloitte.



- Consulting services in the areas of strategic planning, optimization and outsourcing of business processes, customer relationship management, logistics process management, personnel management and IT implementation

- Consulting services;
- Information technology consulting;
- Strategic planning of IT development;
- Conducting an IT audit;
- Development of IT architecture

- Consulting;
- Technological architecture of the enterprise and efficiency;
- Business transformation;
- Transformation of operations

- Consulting services;
- Information Technology;
- Development of necessary IT processes;
- Operational efficiency and business

- Consulting services;
- IT and IT risk management ;
- Blockchain technology consulting

- Big data;
- Machine learning;
- Artificial intelligence;
- Blockchain



- Development of state IS;
- Project management;
- Digital transformation of business processes

- Software development, program architecture and component interaction scheme;
- Testing and implementation

- Development, implementation and development of digital platforms for launching and conducting digital transformation;
- Agile development

- Software development to manage the organization;
- IT services;
- System integration

- BAS consulting services - focus on the optimization of control systems;
- Construction, modernization, and maintenance of IT infrastructure

- Developer of automated information and analytical systems;
- Methodological and consulting support

- IT audit and IT consulting;
- Integration of information systems;
- Development of custom software;
- Project management

"ZERDE" HOLDING" JSC IS THE LARGEST IT HOLDING, NATIONAL INSTITUTE FOR ICT DEVELOPMENT, AND ELECTRONIC GOVERNMENT SERVICE INTEGRATOR



The status of the base organization of the CIS member states for methodological, organizational and technical support of work in ICT

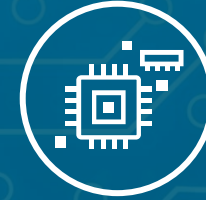


MISSION OF THE HOLDING: To create global digital solutions to improve the quality of life



MAJOR PROJECTS:

- ✓ E-Gov
- ✓ Architecture of state bodies
- ✓ IS of paperless document management in the field of air cargo transportation E-freight
- ✓ Project management
- ✓ Carrying out work within the framework of national, interstate, and international standardization in the field of ICT
- ✓ Unified information system for technical inspection
- ✓ Information system for accounting of certain types of petroleum products
- ✓ Smart Data Ukimet



ON THE MARKET SINCE
2008



NET PROFIT OF THE COMPANY IS
OVER
\$ 6,350,000



TEAM OF MORE THAN
2 300 people

4 SUBSIDIARIES



THE RESULT OF TRANSFORMATION OF “ZERDE” HOLDING OVER THE PAST YEAR _____
DEVELOPMENT, ADVANCEMENT, AND SUPPORT OF ARCHITECTURE



Optimization of government functions and processes

80 %

- OPTIMIZATION OF DATA FLOW AND INFORMATION INTERACTION
- GROWTH OF MONETIZATION FROM OWNERSHIP OF INFORMATION SYSTEMS
- SERVICES FOCUS ON CITIZENS AND BUSINESS



THE RESULTS OF 2021:



2

**ARCHITECTURE FOR
STATE BODIES**



6

**SERVICE SOFTWARE PRODUCTS
INCLUDED IN THE IT SERVICE
CATALOG**



196

EXPERT EXAMINATIONS WERE CARRIED OUT
(FEASIBILITY STUDY/FEO, TECHNICAL
SPECIFICATION, INVESTMENT PROJECTS, SERVICE
REQUESTS. MODELS OF INFORMATIZATION, PPP)

- Development of architecture of e-government
- Maintenance / Development of architecture for **10 state bodies**
- Updating the concept of the **Smart City** reference standard



**ARCHITECTURE
DEVELOPMENT**



**ARCHITECTURE
IMPLEMENTATION**



**MAINTENANCE/DEVELOPMENT
OF ARCHITECTURE**

**OPPORTUNITIES ON
TRANSFORMATION**

Defining paths
and development options

**CARRYING OUT
TRANSFORMATION**

Creating the value
and receiving initial benefits

**CHANGE
MANAGEMENT**

Operation and development for
receiving maximum benefits

THE RESULT OF TRANSFORMATION OF "ZERDE" HOLDING OVER THE PAST YEAR



"Zerde" Holding" JSC is working on a new management solution for ministries and akimats of all levels to optimize the public administration system through the prism of data management

EGOV PASSED TO TRUST MANAGEMENT OF A SUBSIDIARY ORGANIZATION OF "ZERDE" HOLDING JSC – "NITEC" JSC

ZERDE

NITEC



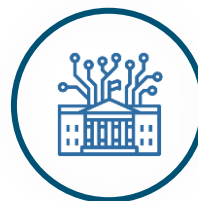
e.gov

www.egov.kz



MAIN ADVANTAGES:

- **improving the quality of services;**
- creation of a single technological platform;
- making **changes to the business processes of public services;**
- reduction of terms for the provision of public services ;
- budgetary savings.



RESERVE SITE OF "ELECTRONIC GOVERNMENT"

A system for backing up the data of Kazakhstani citizens has been launched in case of critical, emergency failures of the e-government system.

THE RESULT OF TRANSFORMATION OF "ZERDE" HOLDING OVER THE PAST YEAR CENTER FOR DIGITAL TRANSFORMATION



FUNCTIONS OF CDT

- ✓ Carrying out reengineering of business processes of state bodies
- ✓ Shifting the business processes of state bodies into the digital format



OBJECTIVES OF THE CDT

- ✓ Analysis of current business processes of state bodies
- ✓ Determination of opportunities for optimization and digitalization of business processes
- ✓ Formation of target models of business processes of state bodies



CDT APPROACHES

- ✓ Consideration of business processes in the context of the life situations of citizens and business
- ✓ Division of business processes into G2G, G2C, and G2B directions
- ✓ Formation of cross-teams from representatives of state bodies, NGOs, public figures



CURRENT CDT PERFORMANCE

**BUSINESS PROCESSES
IN WORK**

80

- 7** agreed with state bodies-process-owners
- 33** at the stage of coordination with state bodies - owners of processes
- 40** under analysis



NEXT STEPS

- ✓ To empower the **Center for Digital Transformation** with the authority to conduct reengineering of business processes of state bodies on the basis of one of the subordinate organizations of the MDDIAI of the RK



300%
in
300 days

INCREASE IN NET PROFIT OF THE NATIONAL COMPANY

2019

\$ 7.5M OF PROFITS

2020

\$ 16.2M OF PROFITS

2021

PLANNED
PROFIT \$ 18.9M



REDUCING THE HOLDING COSTS

Costs on government purchases are reduced by
\$ 3.4M without loss of efficiency

Implementation of a new HR policy with a human resource management system:

- staff optimization by **77 units**
- **\$ 1M** in cost savings

I. INCREASE THE EFFECTIVENESS OF **DATA** MANAGEMENT FLOWS

INCLUSION OF DATA IN ECONOMIC TURNOVER

- QUALITATIVE, STANDARDIZED, AND MACHINE-READABLE DATA SETS THAT ARE REUSABLE IN THE ECONOMY
- TRANSITION FROM THE CONCEPT OF ELECTRONIC INTERACTIONS WITH CITIZENS AND STATES (E- GOV) TO **THE CONCEPT OF DIGITAL GOVERNMENT (AI-GOV)**

- CREATION OF MORE THAN **10 THOUSAND WORKPLACES** THROUGH IMPLEMENTATION OF THE TECHNOLOGICAL PLATFORM PROGRAM
- INCREASING THE SHARE OF INNOVATIVE-ACTIVE ENTERPRISES – **UP TO 25%**
- INCREASING THE SHARE OF INNOVATIVE PRODUCTS IN GDP - **5 %**

II. PROMOTION OF **TECHNOLOGICAL ECOSYSTEMS** IN EACH OF THE KEY INDUSTRIES OF THE ECONOMY

CREATION AND DEVELOPMENT OF INNOVATIVE SYSTEMS

10 TECHNOLOGICAL PLATFORMS:

ELECTRONIC INDUSTRY
INDUSTRY 4.0
GREENTECH
SMARTCITY
AGRITECH
AI
GOVTECH
FINTECH
SPACETECH, GEOTECH

III. SUPPORTING ENTREPRENEURSHIP IN THE ICT SEGMENT

DEVELOPMENT OF A
START-UP ECOSYSTEM IN
THE FIELD OF ICT

VENTURE FINANCING OF
ENTREPRENEURIAL ACTIVITIES IN
THE SPHERE OF ICT

- ICT CLUSTER FORMATION
- TECHNOLOGICAL AUTONOMY OF THE STATE IN ICT AREAS SIGNIFICANT FOR DIGITAL COMPETITIVENESS
- FORMATION OF THE HOLDING'S INVESTMENT PORTFOLIO

- DECREASING THE DEPENDENCY ON BUDGET SOURCES FOR FINANCING
- INCREASING THE PROFITABILITY OF SERVICES PROVIDED BY THE HOLDING
- MAINTAINING THE OPTIMAL RANGE OF TARGETS OF PROFITABILITY AND THE VOLUME OF REVERSED CASH FLOWS BETWEEN THE HOLDING AND ITS SUBSIDIARIES
- INCREASING THE VALUE OF THE HOLDING'S ASSETS

IV. SUSTAINABLE DEVELOPMENT AND ECONOMIC EFFICIENCY OF THE HOLDING AND ITS SUBSIDIARIES

COMMERCIALIZATION
OF THE HOLDING'S
ACTIVITIES

- **EXCLUDING FUNCTIONS DUPLICATION** WITH OTHER ORGANIZATIONS
- **OPTIMIZATION OF THE FUNCTIONS** OF THE HOLDING AND ITS SUBSIDIARIES
- **INCREASING THE COMPETENCE** OF INDEPENDENT DIRECTORS AND THE QUALIFICATION OF EMPLOYEES
- **ISO 21504-2016 CERTIFICATION** (PROJECT PORTFOLIO MANAGEMENT)
- **REVITALIZATION OF PARTICIPATION** IN THE FORMATION OF THE STATE EDUCATIONAL ORDER AND CURRICULUM PROGRAMS FOR TRAINING SPECIALISTS IN THE FIELD OF ICT
- **IMPLEMENTATION OF THE AUTOMATION OF BUSINESS MANAGEMENT SYSTEMS** (ERP)
- TRANSITION TO THE **NEW FORMS OF LABOR ORGANIZATION**
- **ENHANCING THE IMAGE** OF THE HOLDING AND ITS SUBSIDIARIES

V. IMPROVEMENT OF **CORPORATE GOVERNANCE** IN THE GROUP OF COMPANIES OF THE HOLDING

DEVELOPMENT OF INTERNAL INDUSTRIAL
RELATIONSHIPS OF THE HOLDING
ACHIEVING THE SYNERGISTIC EFFECT
(1+1=3)

GROWTH IN THE EFFICIENCY
OF THE GROUP OF COMPANIES
OF THE HOLDING

Thank you for your attention!