

**BAG Networks Sdn Bhd****Location**

Bandar Seri Begawan, Brunei

Type

IT Consultant/Outsourcing, Semi-Government

Website<http://www.bagnetworks.com.bn>**Employees**

Over 100 people

Project Duration

6 months

THE PARTNER

BAG Networks Sdn Bhd (The Brunei Accenture Group) is an IT consulting and outsourcing services provider in Brunei Darussalam. Formed as a joint venture between the Brunei Government and Accenture in 2001, they play an essential role in supporting the country's e-Government initiative through their set of comprehensive business solutions.

THE CHALLENGE

In 2004, BAG Networks Sdn Bhd introduced the Human Resource Management System (HRMS) Project, now called Government Employee Management System (GEMS). It is an interactive, web-based Human Resource Management System spearheaded by the Public Service Department of the Prime Minister's Office to effectively manage HR functions and operations of the entire Brunei Civil Service. Designed to be web accessible, it covers most aspects of human resource planning including leave application, staff management, recruitment management and performance management. While the solution is comprehensive in features, it was initially not designed to work outside of office Intranet. This was especially inconvenient for staff who wish to use GEMS from home or onsite. The technology trend was also moving towards smartphones and mobile app usages, which promoted high accessibility and mobility. BAG Networks Sdn Bhd wanted to integrate the existing mobile apps (iOS & Android) to existing GEMS server backend to provide higher added value.

THE APPROACH

Before we started on the project, we listened to our partner and stakeholders for their requirements and feedbacks of the existing GEMS system respectively. We then explored the implementation options based on the current system architecture and environment. After careful research and investigation, we drafted out the project plan, technical design and API protocol studies to assist in the code implementation for both Android and iOS mobile app.

THE SOLUTION

Software Development Life Cycle (SDLC) is specifically chosen for this project. Initially, we began working on several mockups, concepts and prototypes. After we established a clear functional and non-functional design requirement, we began working on the code implementation using Xcode and Eclipse while BAG Networks worked on the GEMS server backend API gateway development. The implementation phase took 4 months to complete before deployed to the GEMS production server at PSD premise.

THE RESULT

Everything went smoothly and we delivered both mobile apps desired by our partner and end users successfully. This solution has a profound positive impact on the government servant experience.

The GEMS mobile apps were officially launched on the iTunes Store and Google Play Store on August 28, 2013. The successful mobile app launch signified another major milestone for GEMS and enabled government servants around the nation to manage, monitor and apply leaves from anywhere and at any time with convenience. By January 2015, the Android version of GEMS alone has reached 5000-10000 number of downloads. As a conclusion, Cubebox Solutions delivered a stunning success for our partner.



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