

Intro

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Close interaction between the citizen/business entity and the government is essential for the citizen's or entity's satisfaction with the government, creating a proactive atmosphere where we are prepared to invest a portion of our potential in the relationship first and only then expect positive outputs.

In this day and age, can you imagine public administration without an efficient information system? And where would the healthcare system be without information? Processes are becoming more and more complex, and the response time for making decisions, passing laws and handling processes are crucial for citizen and company satisfaction. This is especially true when citizens' health is at stake.

Public administration and healthcare services are becoming more and more accessible as information technology advances. Users want systems which provide us with all the relevant information in one place - always and immediately, and remotely if possible.

As a leading provider of public administration and healthcare solutions, SRC Group believes in partner collaboration. We are convinced that it is only through partnership that we can ensure customer satisfaction over the longer term and thus realize the strategy of constant growth and development.

And the results are evident. In collaboration with the Slovenian government as a partner working on e-Government projects, our solutions and enthusiasm have contributed a great deal to the fact that Slovenia received special commendations for systematic

development and implementation of e-Government services. As an important provider of software solutions used in healthcare institutions, we provide their operation on all levels - from the primary to the tertiary, from individual healthcare provider to national institutions.

The Slovenian public administration is making good use of information systems and business processes facilitating the exchange of data, information and knowledge. Communication with the European Union is also increasing in intensity as Slovenian public administration information systems exchange important and confidential information with the EU. All documents, information and data are in one place, accessible to all who require them. Fast, secure and reliable. The system allows access to information needed for effective process management in public administration as a whole. With the help of advanced data mining algorithms, mechanisms have been put in place to identify patterns, helping expert staff to carry out specific procedures. Working with documents is supported with an efficient document management system which allows fast capture of paper documents and their conversion to electronic format. These documents can be retrieved easily, rapidly and securely.

The same holds true for our solutions for healthcare institutions. Our IT solutions are used in over 400 private institutes, 35 community health centers and 25 hospitals in four countries, as well as the national network of healthcare institutions. What they all have in common is that the patient is now their main focus, allowing fully electronic monitoring of the treatment process from the first contact with the patient to full recovery. Even when the treatment process takes place in more than one organization, our solutions provide secure channels to exchange the patient's confidential medical data. This provides the patient with optimal care and allows the institution to provide its medical services efficiently.

In this issue you will find a number of stories recounting our successful projects and long-term partnerships. This is proof that SRC Group is the partner of choice in the department of public administration and healthcare services. Our solutions share a common denominator - good use of the potential afforded by IT solutions in order to bring e-Government services closer to citizens and businesses, and make healthcare services more accessible to patients. This keeps the citizens satisfied, and the patients healthy. And now I invite you to read more about our bright solutions for a brighter future!