



Client: Office of the Minister of State for Administrative Reform (OMSAR)
Product: Web Portal, Mobile App, Intalio Case / E-Services, Intalio Archive, OSS E-Registration Platform, Document Management, Business Process Management



Overview

The Office of the Minister of State for Administrative Reform (OMSAR) is a Lebanese government entity dedicated to modernizing public administration and promoting efficient governance. Guided by a comprehensive vision for Lebanon's future, OMSAR seeks to strengthen national identity, enhance institutional transparency, and drive social and economic progress.

As part of its digital transformation strategy, OMSAR launched the **Lebanese Common Portal (GOV.LB)** — a centralized e-government platform designed to streamline citizen and business interactions with public institutions. The initiative represents a key milestone toward achieving an integrated, customer-centric digital government.



Needs and Challenges

To deliver a unified digital experience for citizens, OMSAR aimed to:

- **Redesign and modernize the existing DAWLATI portal** with improved usability, responsiveness, and accessibility.
- **Integrate billing and payment systems** to enable seamless online transactions for public services.
- **Develop a dynamic service catalog** encompassing all government e-services, accessible from a single entry point.
- **Ensure interoperability** between ministries and public institutions for data sharing and consistency.
- **Introduce digital signature capabilities** to verify user identity, manage document authenticity, and ensure legal compliance.
- **Enhance operational visibility** through metrics, reporting, and tracking tools for transactions and workflows.
- **Provide mobile accessibility** through native iOS, Android, and Windows apps for real-time updates and service requests.



Implementation Highlights

Intalio partnered with OMSAR to design and implement a cutting-edge digital government platform built on modular, scalable, and secure technologies.



Client: Office of the Minister of State for Administrative Reform (OMSAR)
Product: Web Portal, Mobile App, Intalio Case / E-Services, Intalio Archive, OSS E-Registration Platform, Document Management, Business Process Management

› Web Portal and Mobile App:

- Delivered a **state-of-the-art responsive interface** aligned with international usability standards.
- Served as a **single point of contact** for all Lebanese governmental e-services.
- Supported real-time tracking, dynamic notifications (SMS, email), and transaction monitoring for citizens and staff.
- Offered multilingual and cross-platform accessibility for mobile devices (iOS, Android, Windows).

› Intalio Case / E-Services

- Provided **flexible, wizard-driven workflow automation** to easily design, test, and deploy e-services.
- Enabled **visual tracking, advanced reporting, and KPI monitoring** for managers and executives.
- Increased productivity, reduced costs, and improved responsiveness across government entities.

› Intalio Archive

- Managed both **physical and electronic archives** through a unified, secure platform.
- Supported more than **200 document types**, ensuring seamless integration with existing government data.
- Implemented a **hybrid records management system** for retention, disposal, and long-term preservation.

› OSS E-Registration Platform

- Streamlined **company registration processes**, enabling users to register, update, and terminate legal entities online.
- Offered **advanced search functionalities** and interoperability between government institutions (e.g., Ministry of Justice, Tax Department, NSSF).
- Reduced registration duration while improving accuracy and compliance.

› National Billing Platform

- Enabled **multi-order service requests and shopping cart functionality** for users.
- Supported **multi-currency payment processing** and real-time settlement of funds between ministries.
- Allowed authorized users to define discounts, manage fees, and review order history.



Client: Office of the Minister of State for Administrative Reform (OMSAR)
Product: Web Portal, Mobile App, Intalio Case / E-Services, Intalio Archive, OSS E-Registration Platform, Document Management, Business Process Management



Impact and Achievements

The implementation of Intalio's solutions empowered OMSAR to:

- › Launch a **unified digital government platform** that simplifies public access to services.
- › Deliver a **citizen-focused experience** with transparent, fast, and secure interactions.
- › Establish **interoperability** between institutions, improving efficiency and data sharing.
- › Reduce manual intervention and transaction delays through **process automation**.
- › Enhance decision-making with **real-time metrics and operational insights**.



Conclusion

By collaborating with Intalio, OMSAR successfully redefined Lebanon's e-government landscape with a modern, citizen-centric platform that connects people, institutions, and services under one digital ecosystem.

The new GOV.LB portal sets a **national standard for digital governance**, strengthening transparency, efficiency, and innovation across Lebanon's public sector—paving the way for a smarter and more connected nation.