

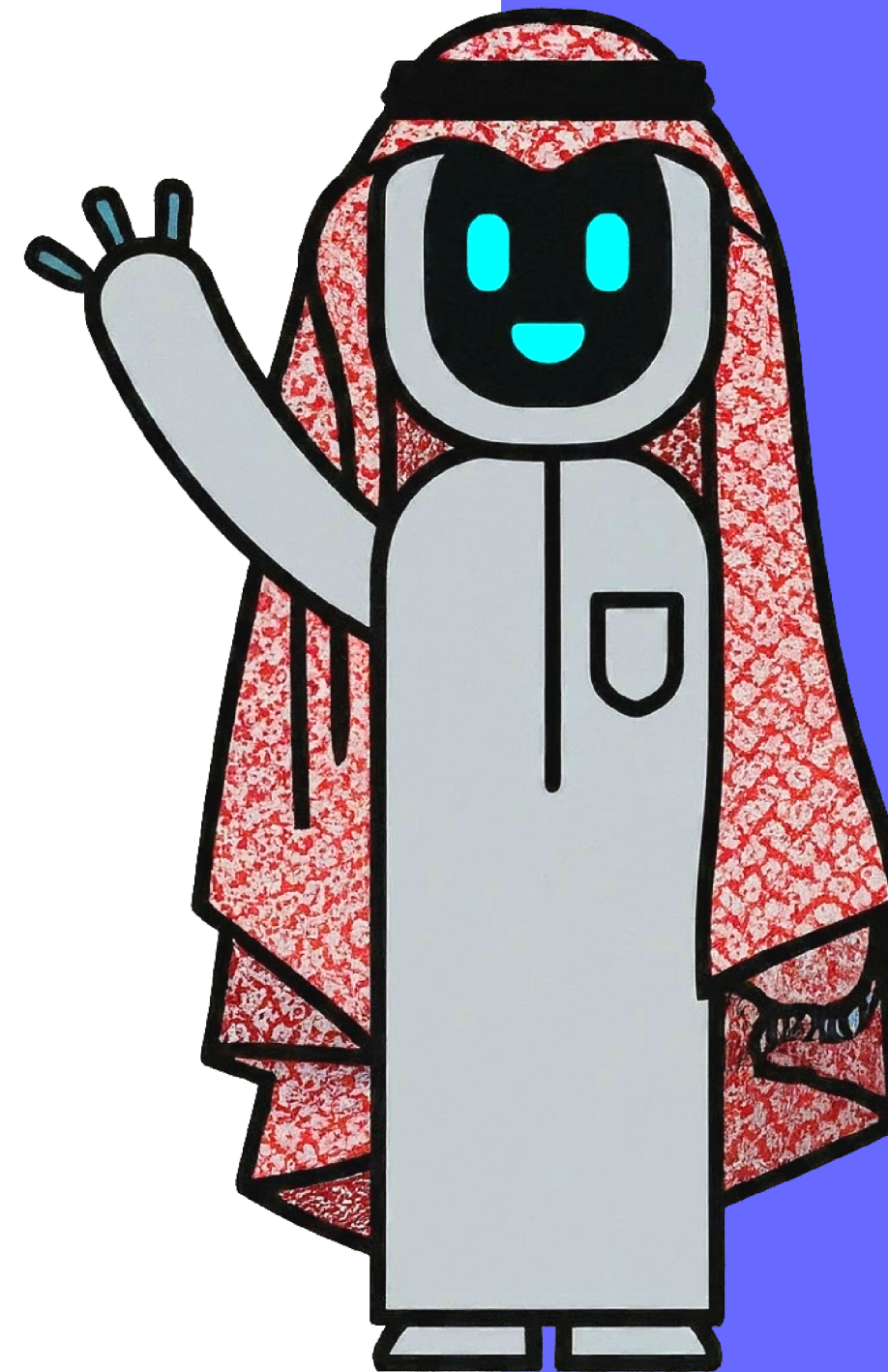


Imagine Navigating Government services with easy ...  
anywhere, anytime.

Mu'een      مُعِين

Empowering Citizens thought

Smart Governance





# Cognitive Cities

## The View of Tomorrow

- The World of Tomorrow is Data Centric and Adaptive
- Saudi Arabia is Making Leaps in the Right Direction
  - Fully Digitized Services



المؤسسة العامة للتأمينات الاجتماعية  
General Organization for Social Insurance

- Commitment to Artificial Intelligence
- Neom City

"Cognitive cities harness the power of data, artificial intelligence and cognitive computing to transform cities into intelligent and adaptable ecosystems."

PWC

# Problem Statement

Government Processes are still a pain

Citizens deal with:

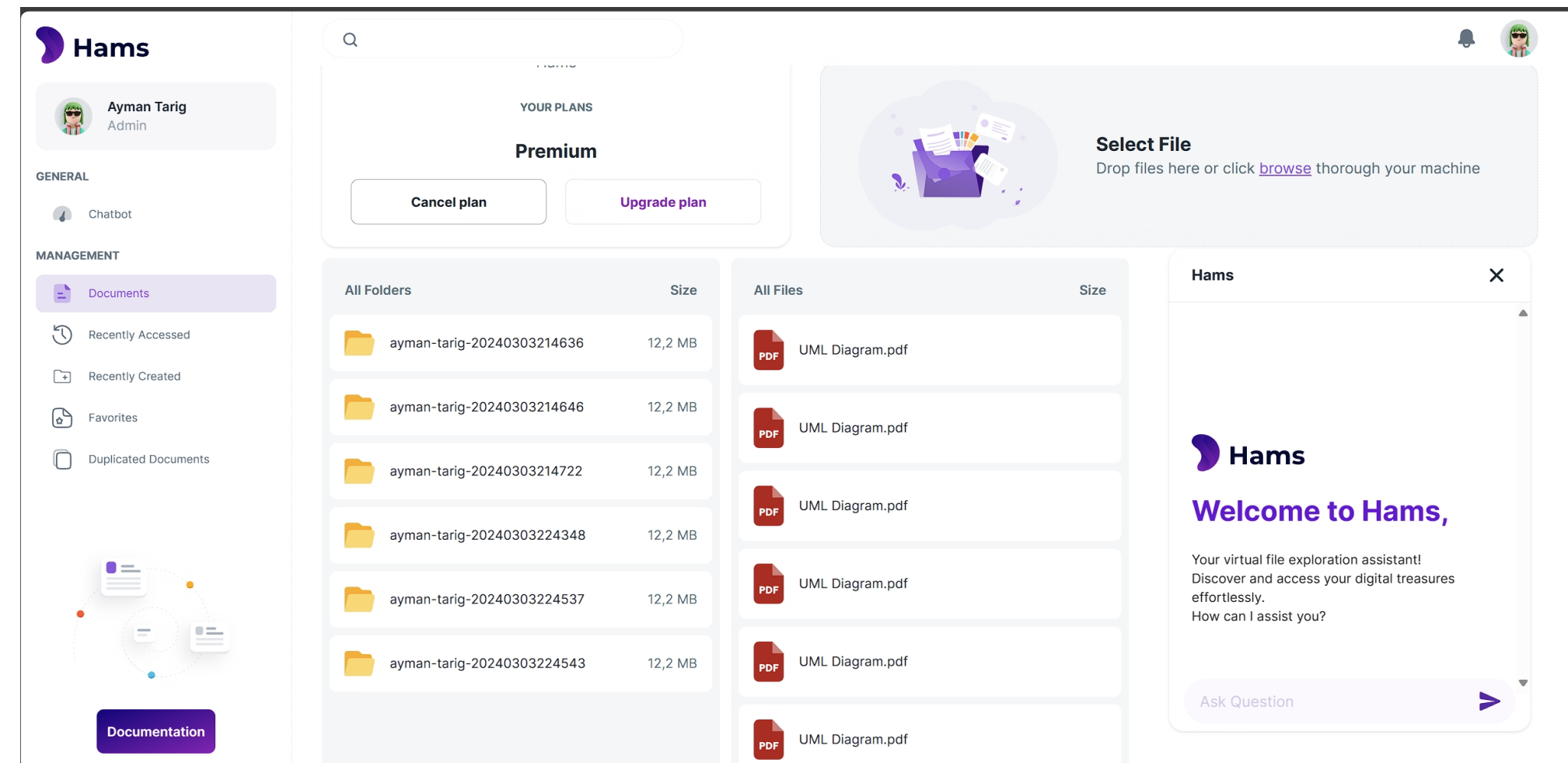
- Scattered Accounts
  - Different Platforms, Different accounts, Same user
- Information Overload
  - Finding the Right information in a Sea of steps
- Procedural requirements
  - Documents Collected and submitted more than once
  - Arrive at steps unprepared
- Lack of Support
  - Navigating Complex Procedures
  - Keeping up with Updates



# Intelligent Citizen and Institutions Services

Our solution provides a **centralized, personalized dashboard** that acts as a **direct channel of communication between government institutions and the citizen**, while allowing them to manage their government Documents and Processes. This dashboard:

- Houses a **central repository** for all relevant documents, including the Citizens documents, emergency protocols, guidelines, laws, and past records.
- Offers a future-proof roadmap for integration with existing platforms like Absher and GOSI, ensuring your information and processes are readily accessible in one convenient location.



(Note: While current integration is unavailable, seamless connection is part of our development plan.)

Features an intelligent assistant, like your personal concierge, ready to:

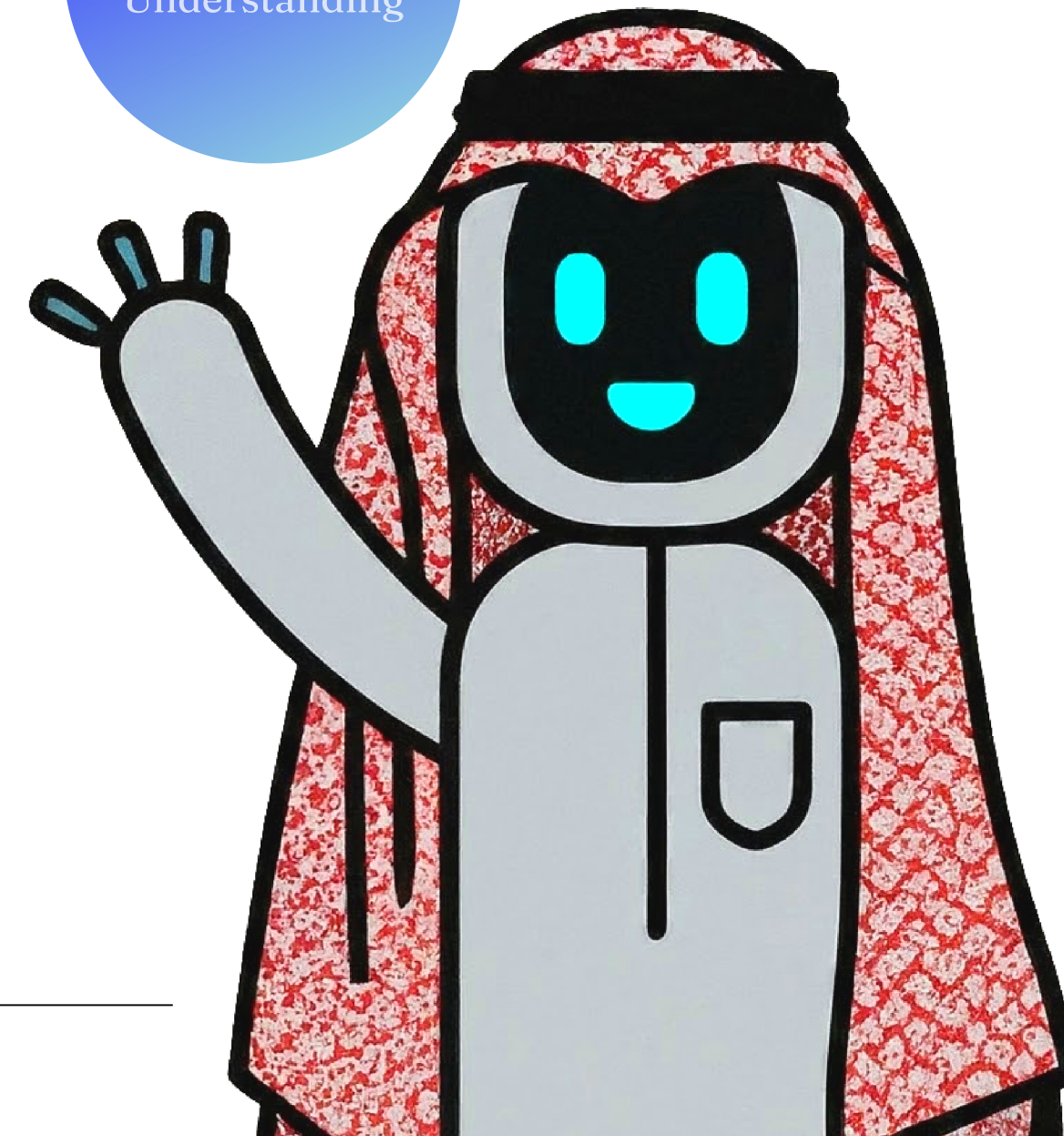
- Answer your questions about government procedures in plain language Arabic or English.
- Guide you step-by-step through complex processes.
- Proactively notify you about important updates and deadlines based on your individual needs.
- Facilitate intelligent search to find the information you need instantly

Government  
Protocols

Residents  
Understanding

Document  
Requirments

Mu'een : Intelligent Chat Bot that works as the Guiding arm through any government process, protocol or Question



For Institutions

Mu'een

مُعِين

Updated  
Citizens

Up to data  
Issue  
awareness

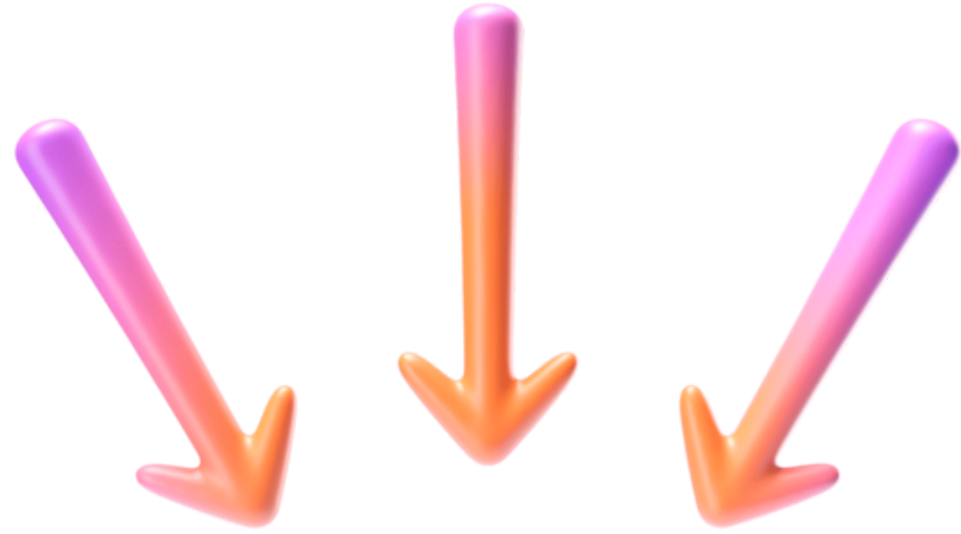
Adaptable  
Process  
Development

**Features an intelligent assistant, A channel to clear and Validate communications**

- Create a Personalize Direct communication channel to the users to insure that they know the updates relative to their priorities
- Provide a Guiding influence to visitors as they navigate government systems
- Allow a dynamic process adjustment approach through timely updates
- Allow a channel to get live updates of Citizen challenges

**Mu'een : Intelligent Chat Bot that works as the clear communication and live interaction with the Citizens and their Processes**

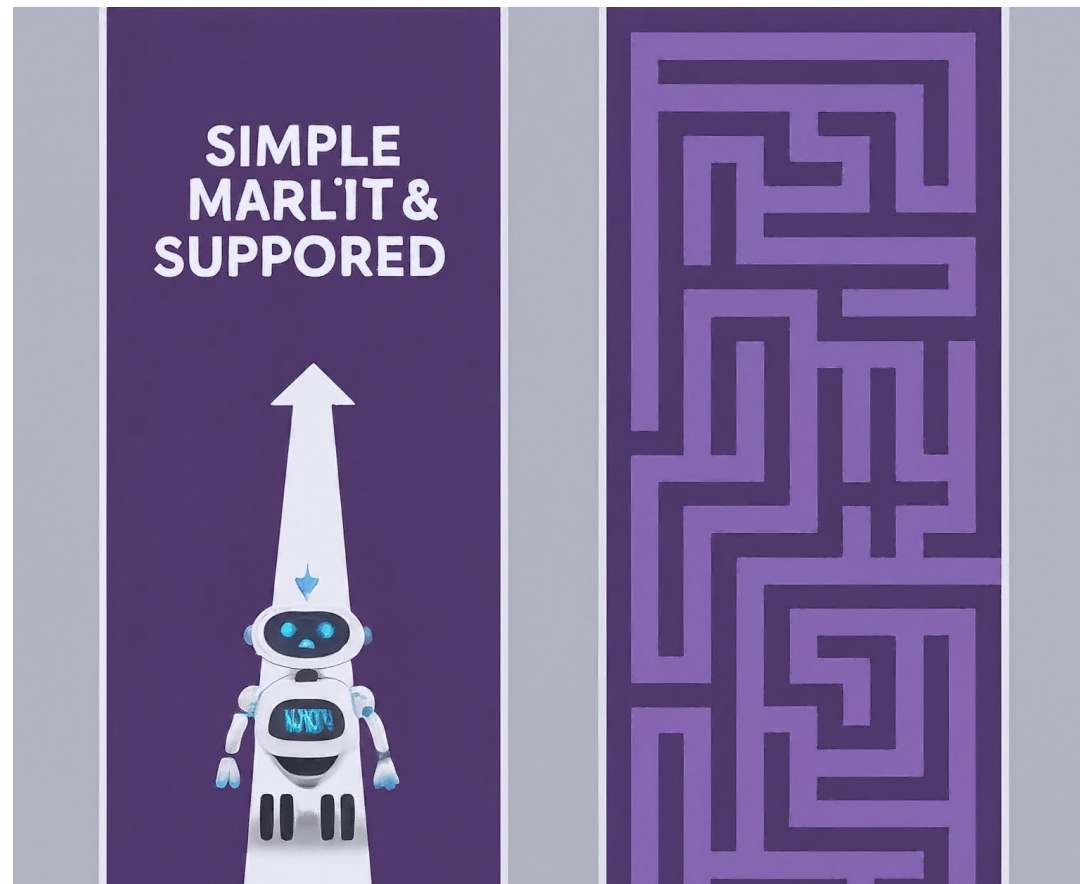
Demo



Demo Link

Username: admin  
Password: CSUy9NxbmB

# Intelligent Citizen Services



## Simplified Processes

Navigate complex government transactions with **clear instructions and personalised guidance**.



## User-Government Document Repository

A single repository to track **Digital copies of relevant Documents** (Degrees, Birth Certificates)



## Empowered Choices

Make informed choices with **relevant information at your fingertips**.



# Benefits for Residents

## Effortless Access:

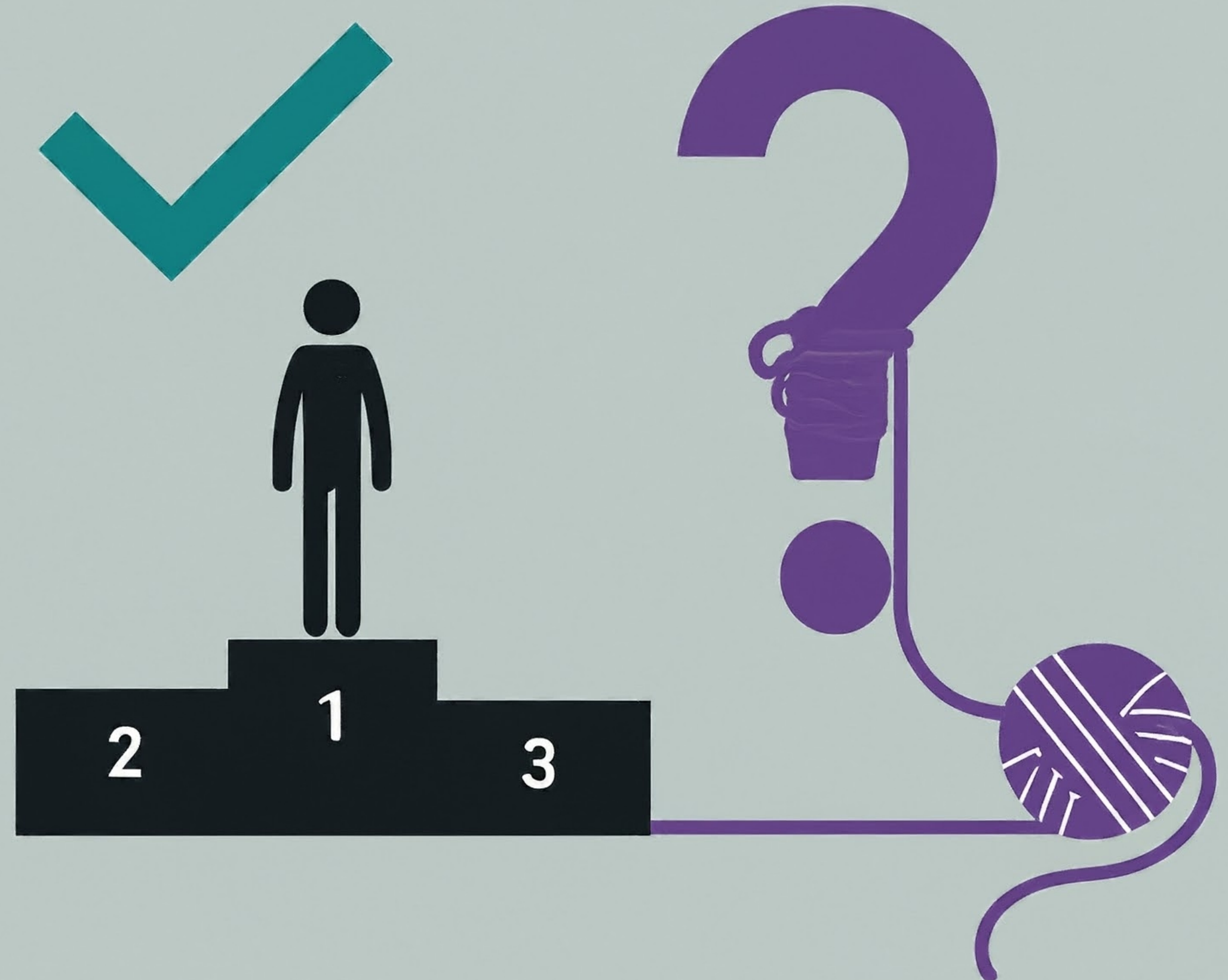
Get the information you need, **anytime**, **anywhere**, from the comfort of your home or on the go.

## Enhanced Efficiency

Save time and frustration with a streamlined experience and pre-prepared stored documents for to meet government procedure requirements.

## Increased Awareness:

Stay informed about important updates and **potential risks** thanks to **proactive notifications**.



# Beyond Convenience: Building a Stronger Community

Our solution fosters a more connected and informed citizenry:

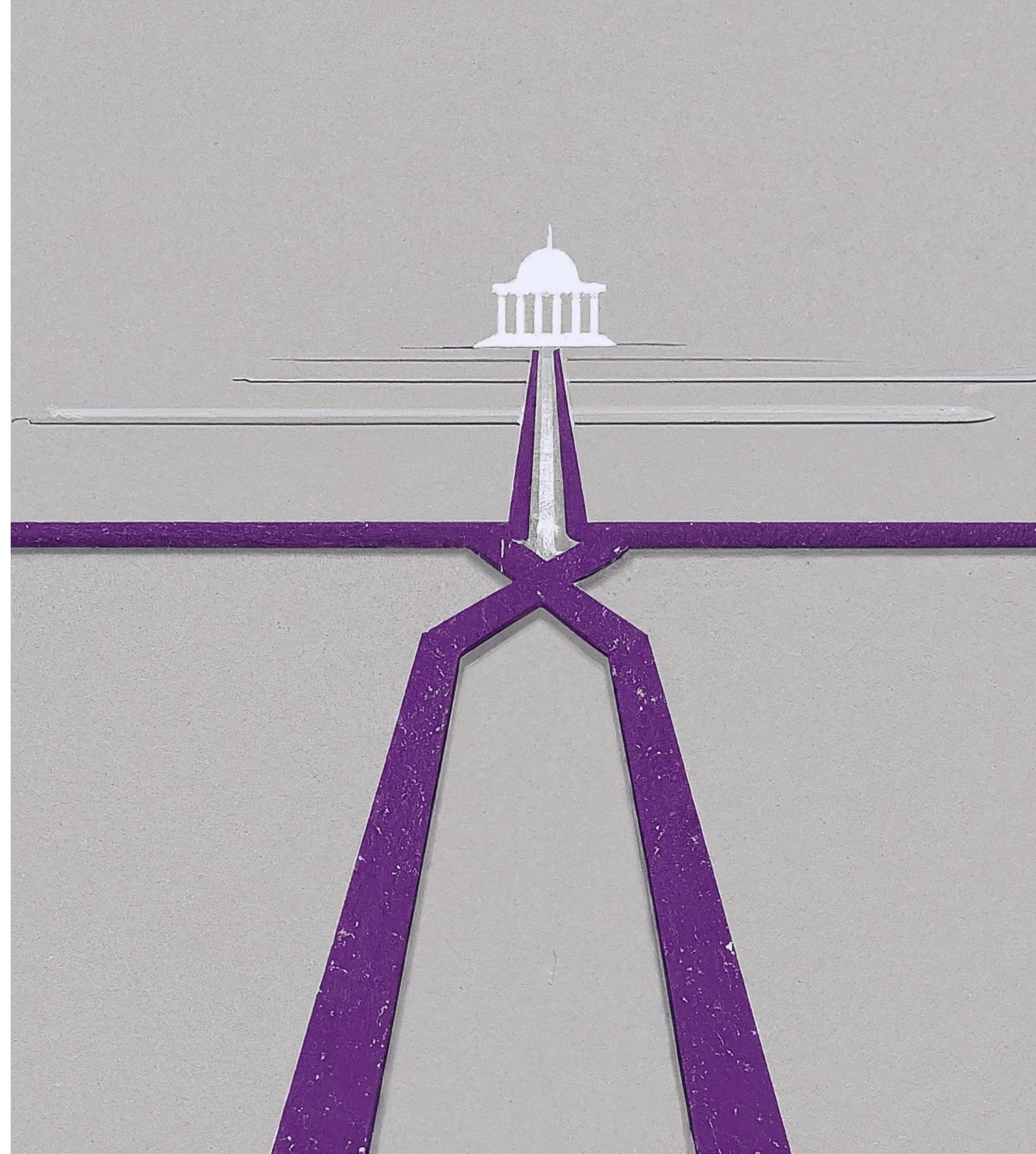
- Improves communication between citizens and the government as a Direct Channel to stay up to date.
- Provide the Government with consistent records of citizen issues
- Increases public trust through transparency and accessibility.
- Empowers citizens to actively participate in their communities.



# Use Cases

In The achieved Vision of Cognitive Cities :

- Government institution:
  - Delivering updated policies and laws to citizens and private sector institutions
- Citizens:
  - A Single point for acquiring updated and credible info and assistance through required processes
- Expats:
  - A seamless and streamlined on-boarding Through their required Processes
- Visitors and Hajj pilgrimages:
  - A Virtual Guide along both their Holy journey and their paperwork



# Join the Smart City revolution:

Together, let's build a city where accessing essential government services is **intuitive, efficient, and empowering for all**.

## Additional Points:

- **Scalability:** Our solution adapts to the needs of various sectors, including government, private, and non-profit organizations.
- **Customization:** We tailor the platform to the unique requirements of each institution.
- **Sustainability:** This solution contributes to achieving the Sustainable Development Goals (SDGs) by promoting inclusive societies and fostering effective partnerships.

By **simplifying government interaction**, we pave the way for a **smarter, more connected, and empowered future** for all citizens.

