Dec-2003 Intelligent Asia Online:

NTUC Income

NTUC Income introduced bigtrumpet.com, a national community portal that uses a Web services infrastructure to cater for more direct and efficient online government services for Singaporeans.

The portal enables the public to easily access and utilise online services, enjoy the convenience of transacting with a number of organisations simultaneously, and also consolidate related information from other sources.

The portal is different from conventional Web services as it is able to push information, from both private and government sources, to the user by providing personalised reminders from an online calendar; recommendations based on profile information; and an aggregation of services from multiple participants.

NTUC Income's objectives for the project are to build a community portal that provides collaboration between Singaporeans, and the public and private sectors, as well as demonstrate personalised services using Web services technologies.

Software/Hardware used: HP Proliant servers, Microsoft products like .Net Framework, Visual Studio and SQL Server. NCS was the systems architect and integrator, and HP Services developed the network infrastructure and provided the hosting environment. Trusted Hub was the storage provider.

Project timeframe: 11 weeks

Technology investment: S$10 million (US$5.71 million)

Challenges and lessons learnt: The challenges it faced were managing various groups of partners that had different corporate cultures and organisation structures and keeping the group to the timeline to deliver the portal on time. From that implementation, NTUC Income learnt that all challenging tasks could be solved when: there is backing from senior management; partners can provide best-of-breed solutions; and projects and solutions are implemented in stages.

Benefits: The portal allows NTUC Income to provide consumers with convenience and efficiency through Web services. It also provides entrepreneurs the opportunity to build new business models on the Web services platform and create intellectual property and business models for Web services. It positions the company as a thought leader in the development and adoption of Web services.