



# Moscow City Government

*Multi-relational registration solution streamlines processes and identifies fraudulent behavior*

---

Moscow, Russian Federation  
[www.mos.ru](http://www.mos.ru)

---

## Solution Components

- IBM InfoSphere® Master Data Management Advanced Edition
  - IBM InfoSphere Master Data Management Collaborative Edition
  - IBM Cognos® Business Intelligence V10
  - IBM Business Process Manager Advanced V8.5
  - IBM Power® 770
  - IBM AIX® 6
  - IBM Business Partner ZAO Prognoz
- 

The Moscow City Government oversees the administration of Moscow, a city of more than 11.5 million people. It offers economic and social services, manages resources, and funds public facilities and spaces for its citizens. The city government employs approximately 25,000 people and has an operating budget of roughly USD50.8 billion.

## The Opportunity

The city government of Moscow sought a way to standardize information entry and management across its agencies so that it could respond more quickly to citizen requests and identify fraudulent behavior more reliably.

## What Makes It Smarter

The city built a multi-relational registration solution that links and consolidates data from 50 agencies and 285 service offerings, delivering broad visibility and one accurate view of each citizen. By analyzing the information that citizens provide, the city can help prevent fraud, hold citizens responsible for debts and fines, and ensure that it fairly and appropriately provides services.

## Real Business Results

The solution helped the Moscow City Government reduce the amount of time it takes to create new records in its system by 70 percent. The solution's high level of automation, along with the introduction of a web portal, reduced the number of processing errors in the city's databases by 85 percent. Finally, the solution decreased the amount of time it takes for government agencies to process citizens' requests by 80 percent, from 10 days down to 2. This resulted in an overall improvement in the city's reputation among its citizens and in the amount of confidence Muscovites have in their city's government.



## For More Information

Please contact your IBM representative or IBM Business Partner.  
Visit us at [ibm.com/infosphere](http://ibm.com/infosphere).

To learn more about Moscow City Government, visit [www.mos.ru](http://www.mos.ru).

---

*“Our old system was slow and cumbersome, and citizens were frustrated. Muscovites are excited about the new services portal, and it is working very well.”*

— Artyom Yermolayev, head of IT department

---



---

© Copyright IBM Corporation 2014

IBM Corporation  
Software Group  
Route 100  
Somers, NY 10589

Produced in the United States of America  
August 2014

IBM, the IBM logo, [ibm.com](http://ibm.com), InfoSphere, Cognos, Power and AIX are trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the Web at “Copyright and trademark information” at [www.ibm.com/legal/copytrade.shtml](http://www.ibm.com/legal/copytrade.shtml).

This document is current as of the initial date of publication and may be changed by IBM at any time. Not all offerings are available in every country in which IBM operates. The performance data discussed herein is presented as derived under specific operating conditions. Actual results may vary. THE INFORMATION IN THIS DOCUMENT IS PROVIDED “AS IS” WITHOUT ANY WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND ANY WARRANTY OR CONDITION OF NON-INFRINGEMENT. IBM products are warranted according to the terms and conditions of the agreements under which they are provided.



Please Recycle

---