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Office Automation & Correspondence Management System For Ministry of Civil Services

To manage and maintain an automated correspondence management system for the entire organization so that it can easily address all correspondences. System stores all such correspondences for future references.

Overview:

The customer, Ministry of Civil Services is the governmental body in the Middle-East responsible for all matters relating to government employees under the civil service system. It needs to suggest policies and strategies for the development of governmental bodies in relation to organizational and human resource matters support the Council of Civil Service, making legislation suggestions in the field civil service, setting the principles and standards for implementing the employment plans etc.

Challenge:

Government authorities such as Ministries receive many applications for correspondence on a daily basis. Ministry of civil services receives many correspondences on a daily basis. Based on the rules and regulations designed by the particular ministry, the passage or flow of such correspondence applications received takes place. Traditionally paper documents used to pass through each department. Day to day, it is becoming difficult to manage such correspondences through traditional methods for all such departments. With the advent of technology, things changed and automated processing came in to place.

Methodology & Approach:

A paperless office with functionality records, document & drawing management, document registration, electronic folders, security controlled by Active Directory, automatic updating of user profile information from the active directory, user permissions, audit trails, version control, web browser access, maps & plans scanning, annotation & editing and many more. It is an end to end office automation solution, through which all the incoming and outgoing correspondences are maintained in a single repository.

AL TOMOUH's eOffice^{TM} suite is a real time enterprise automation system that integrates faxes, emails and digitized physical documents into a single application. This will facilitate better productivity and an enhanced work environment. Employees work on a single window and do not waste time on searching for information to complete their tasks. This will reduce operational costs and increase bottom-line profits for the stakeholders.

Outcomes & Conclusion:

Online application processes are helpful for both organizations and users who approach ministries on various tasks.
Easy processing as the application and correspondence directly arrive at concerned departments.
Easy movement of correspondence from each concerned departments based on a pre- defined flow.
Easy storage of all such information and documents for future use. Easy retrieval of such information and documents when-ever required.

About AL TOMOUH

AL TOMOUH an IT Services Company providing software solution platforms specializing in a broad range of services such as Consulting, Application Software Development & Maintenance, Managed Operations IT Services, SMS, Cloud services etc., and solution offerings which include Office Automation, eVISA, Service Management, eServices, Document Management, Archive, Record Management, Mobile Apps, SMS gateway, CRM and HRMS etc.

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