الطموح لتقنية المعلومات ش.م.م
Al Tomouh IT LLC

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Office Automation, Document & Correspondence Management System for Ministry of Housing

It has established goals to be followed in implementing its plans and programs for the housing sector, including the development of housing services provided to the citizen and the beneficiary, and activating the role of the sector in diversifying resources of income through planning and providing lands to meet the needs of the vital sectors in the various governorates and regions of the Sultanate , and to continue in the policy of granting lands , housing assistance and soft loans for citizens of limited income and social security families. All the documents related to these services and properties plans had to be stored, retrieved during the workflow for processing each citizen request. All business processes were to be automated with unified collaboration and communication

Overview:

The customer, Ministry of Housing, is the governmental body in the Middle-East responsible for providing the basic components for development of housing sector and provided services and to diversify the economic base and to develop the national income resources by providing and planning land of various uses such as tourist , industrial, commercial and agricultural sites and to contribute in the development of existing residential communities and the establishment of new cities and modern houses through five-year development plans.

Challenge:

Government authorities such as Ministries receive many applications for correspondence on a daily basis. Based on the rules and regulations designed by the particular ministry, the passage or flow of such 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:

AL TOMOUH eOffice has been proposed and implemented to automate the entire ministry. eOffice is 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 (emails, faxes, documents, maps, plans and softcopy files) are maintained in a single repository.

eOffice 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 correspondence application process is helpful for both organizations and users who approach ministries on various tasks.
Processing, building plans and permissions is faster and easier.
Easy processing as the correspondence applications directly arrive at the concerned departments.
Easy movement of application from each concerned department based on pre-defined flow.
Easy storage of all such information for future use. Easy retrieval of such information 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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