



Safe Document Flow in the Ministry of Tourism



ΕΛΛΗΝΙΚΗ ΔΗΜΟΚΡΑΤΙΑ
Υπουργείο Τουρισμού

HELLENIC REPUBLIC
Ministry of Tourism

MODUS
SOFTWARE



Presenters

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Case Study Topics

- Project Scope
- The Problem
- The Solution
- Results / Benefits



Project Scope

- To automate & standardize the document flow
- To monitor & control the administrative and operational processes
- To distribute the information
 - securely
 - efficient
 - promptly
 - timely
- To be compliant with E-Government requirements

The Purpose



E- Government

E-Government instructions

Process modeling

Bureaucracy reduction

Paperless flow

Digital signatures and Greek e-gif



Project Application affects . . .

. . . to the following aspects of business :

Transactions processes
with citizens or
companies

Processes related to
management and
decision making
procedures



The Problem

The traditional manual archiving tasks and document distribution have major problems

Large volumes of documents

The great number of e-documents stored unstructured on disks

Tedious & laborious document distribution

Waste of time

Reduced productivity

Malfunctions



The Problem is focused on . . .

- ❑ Transactions processes with citizens or companies
 - Citizens or companies transactions with the Government Agency
 - Time consuming of case management
 - Time consuming of employees workload

People

- ❑ Processes related to management and decision making procedures

Management

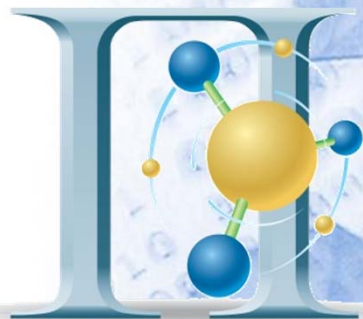
- Difficulties in the monitoring and control of internal processes
- High costs of paper
- Time consuming for search and document preparation
- Major difficulties in accessing partial and fragmented information
- Difficulties in reporting



The Solution

Papyros Millennium III Suite

- ❑ a robust Document & Workflow Management system that serves the needs of the Ministry of Tourism
- ❑ a safe platform that satisfies the flow requirements of all document types (incoming/outgoing) and decision making management
- ❑ a platform that currently servers 150 users of the Headquarters of the Ministry and in the future will satisfy the needs of the regional departments



Papyros



The Solution serves . . .

Incoming Document Management & Workflow

- Incoming documents registration
- Digitalization, document distribution and completion

Outgoing Document Management & Workflow

- Outgoing document management using digital signatures
- E-document and processes standardization
- Workflow of internal documents with predetermined (hierarchy based) procedure of approval using digital signatures

Internal Correspondence Management & Workflow

- Management and distribution of documents produced and remain within the organization



The Solution will serve . . .

- ❑ Interoperability with 3rd party systems:
Interoperability with other applications of Public Sector e.g. "Diavgeia"
- ❑ Reports and statistics generation for the comprehensive and immediate information needs of the decision makers



A Safe solution

- ❑ Entire model of rights and permissions
- ❑ Encryption
- ❑ Digital signatures
- ❑ Secure access to information



Results / Benefits gained :

Transaction Processes
with citizens
or companies

Quick &
Immediate
Communication

Automatic
search
& gathering
of the
necessary
documents

Radical
changes
in the relations
of Individuals
or companies
with The
Ministry

Bureaucracy
elimination

Faster case
Management
& employees'
workload
reduction



Results / Benefits gained :

Processes related to
management and decision
making procedures

Improve to the
maximum of
management
procedures

Ensure the
validity of the
information

Reliable
monitoring &
control of
processes

Cost savings
from both
paper & time

Access to valid
timely &
complete
information



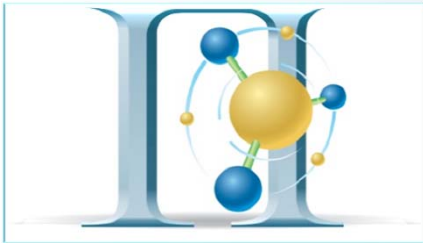
Other Benefits

- Improve staff productivity
- Reduce cost of reproduction of documents
- Promote sharing of knowledge and information
- Enhance corporate transparency and governance
- Easy, fast and safe search of documents
- Remote access to documents and assignments
- Easier to meet deadlines and follow rules of processing

Tangible & Invisible



Results gained :



4-month Period

Papyros

- ✓ The average time completion of the outgoing documents is reduced to 50%
- ✓ 12.500 registered documents
- ✓ Totally 10.400 digital signatures in 4.870 digital signed documents





Thank you