



Client: Dubai Smart Government

Product: Intalio Document, Intalio Case, Intalio Correspondence, Intalio Compliance, Intalio Recognition, Intalio Business Document Enabling, Intalio Email and Fax, Intalio Form Automation



Overview

Dubai eGovernment refers to the Dubai Government's use of Information & Communication Technology (ICT) to provide government services to citizens, residents, businesses & other government entities. The eGovernment initiative aims to reinforce Dubai's position as a leading knowledge and economic hub. Operating under the umbrella of the Dubai Government, Dubai eGovernment Department works in harmony and integration with all related departments and entities to enhance the delivery of digital services.



Needs and Challenges

Dubai eGovernment (DeG) sought to implement an Enterprise Document Control Platform for 600 users across 19 Department Bureaus. The main objectives were to develop a centralized Document Control Platform and a Correspondence Tracking System to enhance document collaboration, streamline access rights management, and ensure secure and role-based permissions.

DeG aimed to automate workflow and correspondence tracking services, improve process efficiency, increase system integration, and maintain strict compliance with governmental standards and regulations.



Implementation Highlights

Intalio implemented a comprehensive solution licensed for 100 users that encompassed full document lifecycle management, workflow automation, and correspondence tracking, in addition to a suite of extensions to enhance the overall system performance.

› Intalio Document:

Effectively managed the entire document lifecycle—from creation to storage—enabling fast and accurate document access, organization, archiving, and retrieval. It ensured content integrity, eliminated duplication, and improved traceability.

› Intalio Case:

Provided automation for various internal & external business processes, reducing time & effort required to complete tasks. It allowed DeG to monitor operations, analyze performance, and enhance decision-making through efficient process tracking.



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› **Intalio Correspondence:**

A state-of-the-art solution that streamlined internal, incoming, and outgoing correspondences. This reduced dependency on paper communication and enabled DeG to transition toward paperless operations, improving efficiency and turnaround time.

› **Intalio Recognition Services:**

Enabled Optical Character Recognition (OCR) in both Arabic and English, facilitating the automated capture and indexing of data from scanned documents.

› **Intalio Compliance Services:** Provided tools for managing the organization's archive and retention policies, including document disposal and long-term archival processes, ensuring adherence to compliance standards.

› **Intalio Business Document Enabling:** Simplified and optimized integration between enterprise applications, such as Oracle ERP and CRM, and the Intalio ECM repositories, allowing seamless data flow across platforms.

› **Intalio Email and Fax Services:** Included mail connectors compatible with SMTP and IMAP servers for managing incoming and outgoing emails, as well as fax detection and automated contact management for more efficient communication handling.

› **Intalio Email Management:** Enhanced integration between Microsoft Outlook and ECM repositories, empowering business users with direct access to enterprise content within their daily communication tools.



Impact and Achievements

The implementation of Intalio's comprehensive platform allowed Dubai eGovernment to achieve full digital transformation in document and correspondence management. Key benefits included:

- › Centralized management and control of all documents & correspondences across departments.
- › Enhanced efficiency & collaboration through secure, role-based access and automated workflows.



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- › Significant reduction in paper usage and manual processes, contributing to environmental sustainability.
- › Improved data accuracy, traceability, and compliance with government standards.
- › Seamless integration between multiple enterprise systems and the ECM repository.
- › Increased productivity and faster decision-making enabled by streamlined document access and communication tools.



Conclusion

Through its partnership with Intalio, Dubai eGovernment successfully transformed its document and correspondence management processes into a fully digital and paperless environment. The integrated Intalio Platform enhanced collaboration, efficiency, and compliance while supporting Dubai's vision of becoming a global digital leader.

This initiative not only optimized internal operations but also strengthened the foundation for a smarter, more connected government, driving innovation and excellence across all public service sectors.