



Client: Saudi Ports Authority (MAWANI)
Product: Intalio Correspondence Management System (CTS),
Intalio Document Management System (DMS),
Intalio Case Management



Overview

The **Saudi Ports Authority (SPA)**, widely recognized as **MAWANI**, oversees the Kingdom's billion-dollar shipping and logistics industry. For over three decades, SPA relied on paper-based records for managing correspondences and documentation across its ports. As part of its digital transformation initiative, SPA partnered with **Intalio** to modernize operations, enhance efficiency, and ensure the security of critical information.

Through the implementation of a unified and integrated digital platform, Intalio helped SPA transition to a **paperless environment**, enabling seamless document and correspondence management across **11 major ports in Saudi Arabia**. This initiative was a cornerstone of SPA's transformation plan toward building a more efficient, secure, and connected operational ecosystem.



Needs and Challenges

The Saudi Ports Authority sought to address several operational challenges as part of its modernization roadmap:

- **Integration of Core Systems:** Needed to unify all essential modules within a single
- **Correspondence Tracking System (CTS)** platform.
- **Paperless Transition:** Aimed to automate and digitize correspondence exchange across all SPA-related ports.
- **Comprehensive Implementation:** Required analysis, project management, and deployment across **11 ports** throughout the Kingdom.
- **Filing Strategy:** Needed a standardized filing and archiving structure across all ports to streamline document organization.
- **Operational Efficiency:** Sought to reduce manual processes, minimize human error, and improve decision-making through real-time insights.



Implementation Highlights

Intalio delivered a tailored and scalable solution, seamlessly integrating multiple products into SPA's operational framework to optimize efficiency and security.



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› **Unified Correspondence Tracking System (CTS):**

Automated daily correspondences across all SPA ports, providing clear tracking, approval workflows, and document traceability.

› **Document Management System (DMS):**

Enabled SPA to store, manage, and retrieve documents electronically through a centralized platform, ensuring safe archiving, version control, and instant access to critical records.

› **Case Management:**

Streamlined internal processes by automating task routing, approvals, and follow-ups, providing transparency and accountability across departments.

› **Comprehensive Integration:**

Connected all modules and directories within one unified ecosystem, allowing seamless collaboration across all 11 ports.

› **Smart Search and Insights:**

Provided advanced search capabilities and real-time analytics to help SPA monitor workflows, assess performance, and make data-driven decisions.



Impact and Achievements

Following Intalio's implementation, SPA achieved a fully integrated, knowledge-driven, and proactive working environment. The transformation significantly enhanced productivity, reduced manual effort, and strengthened information security across all operational levels.

› **Faster and More Efficient Processes:** Automated workflows accelerated approvals and correspondence handling.

› **Enhanced Compliance:** Ensured adherence to judicial regulations and quality standards.

› **Resource Optimization:** Saved substantial time, effort, and operational costs.

› **Error Reduction:** Minimized human error through automation and standardized procedures.

› **Centralized Monitoring and Control:** Improved visibility across all business processes and correspondence activities.



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Conclusion

By partnering with Intalio, the **Saudi Ports Authority (MAWANI)** successfully transitioned from paper-based workflows to a **comprehensive digital environment** that supports collaboration, traceability, and secure communication across the Kingdom's ports.

The integration of **Intalio CTS, DMS, and Case Management** empowered SPA to modernize its correspondence and document handling processes, reinforcing efficiency, governance, and operational control.

This achievement reflects **Intalio's continued commitment** to driving Saudi Arabia's digital transformation journey — providing intelligent, scalable, and secure solutions that optimize performance and set new standards for government operations.