



Client: Ministry of Health, Kuwait
Product: Intalio Correspondence Management System (CTS),
Intalio Viewer, Intalio Digital



Overview

The Ministry of Health (MOH) in Kuwait oversees the country's healthcare system, regulating facilities, ensuring public health, and promoting wellness through hospitals and clinics. With over 70,000 users across departments, hospitals, and medical entities, the Ministry faced growing challenges in managing massive volumes of correspondences efficiently and securely.

Manual, paper-based processes caused workflow delays, data disorganization, and security vulnerabilities. To address these issues, the Ministry of Health partnered with **Intalio** to implement a comprehensive and scalable digital solution integrating **Intalio CTS**, **Intalio Viewer**, **Intalio Digital Signature**, **Intalio CTS Mobile**, and **Intalio Watermark**. This unified platform transformed the Ministry's correspondence management, enhancing accessibility, security, and productivity across the entire healthcare network.



Needs and Challenges

The Ministry of Health required a solution that could:

- **Automate correspondence handling** to replace manual and paper-based processes.
- **Enhance document security** to prevent unauthorized access, leaks, or tampering.
- **Provide mobile accessibility** for users across hospitals and departments.
- **Organize and track workflows** across multiple entities efficiently.
- **Support scalability** for approximately 70,000 users in a centralized environment.
- **Integrate advanced tools** such as digital signatures and watermarks for compliance and document protection.



Implementation Highlights

Intalio successfully implemented a comprehensive digital correspondence system, equipping the Ministry of Health with:



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› **Comprehensive Correspondence System:**

Implementation of Intalio CTS to streamline and automate correspondence management across all MOH entities.

› **Enhanced Document Security:**

Integration of Intalio Digital Signature for secure and verifiable signing, and Intalio Watermark to safeguard sensitive documents against duplication or leaks.

› **Mobile Access:**

Deployment of Intalio CTS Mobile, enabling 70,000 users to manage and approve correspondences remotely, boosting responsiveness and efficiency.

› **Seamless Document Viewing:**

Implementation of Intalio Viewer to enhance document visualization and ease of use across departments.

› **Scalable and Centralized Platform:**

A robust infrastructure supporting large-scale operations while ensuring coordination, traceability, and standardized communication across the Ministry.

› **Automated Workflows:**

Fully automated approval cycles, routing, and tracking processes, minimizing manual intervention and ensuring timely communication.



Impact and Achievements

› **Efficiency Gains:** Automated workflows and centralized management reduced correspondence processing times significantly.

› **Enhanced Security:** Advanced digital signature and watermark technologies ensured document authenticity and protection.

› **Improved Accessibility:** Mobile access empowered staff to approve and manage correspondences anytime, anywhere.

› **Operational Scalability:** The system effectively supports approximately 70,000 users, ensuring smooth coordination across all MOH entities.

› **Standardized Workflows:** Centralized management improved consistency and compliance across departments.



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Conclusion

By adopting Intalio's **comprehensive correspondence management solution**, the **Ministry of Health** in Kuwait successfully modernized its communication and document handling processes. The integration of automation, mobility, and advanced security features has empowered the Ministry to achieve higher efficiency, data integrity, and regulatory compliance.

This collaboration reflects **Intalio's commitment** to enabling large government institutions to transition towards secure, scalable, and future-ready digital ecosystems—supporting Kuwait's vision of a modern, connected public sector.