



Client: Ministry of Municipal and Rural Affairs (MOMRA)

Product: Intalio Correspondence, Intalio Advanced Imaging, Intalio Sign, Intalio Case, Intalio Executive Portal, Intalio Outlook Connector, Intalio Viewer, Intalio Capture for Shamel, Intalio Dashboard, Intalio RPS (Retention Policy Services), Intalio Mobility (iOS/Android)



Overview

Established in 1975 (1395 AH), the **Ministry of Municipal and Rural Affairs (MOMRA)** is responsible for overseeing municipalities across the Kingdom of Saudi Arabia. The ministry plays a central role in **city and town planning**, as well as in the **development and maintenance of key infrastructure**, including roads, sanitation, and urban hygiene. Through its initiatives, MOMRA drives the modernization and improvement of municipal services across the country.



Needs and Challenges

In line with **Saudi Arabia's Vision 2030** and the **national digital transformation strategy for 2020**, MOMRA aimed to transition toward a **completely paperless administrative environment**. The ministry sought to implement an integrated and secure system for **digital correspondence, workflow automation, and performance monitoring**, while ensuring full compliance with international best practices in information governance and operational efficiency.

Key objectives and challenges included:

- Achieving a high level of **confidentiality & access control** for users across departments.
- Ensuring **reliable governance** and traceability of all daily operations.
- Designing a cohesive and user-friendly interface for all roles, from task workers to executive users.
- Meeting stakeholder expectations for **transparency, procedural efficiency, and KPI tracking**.



Implementation Highlights

Intalio delivered a **comprehensive digital transformation framework** that enabled MOMRA to achieve a fully automated and paperless working environment. The solution integrated all administrative communication and correspondence management processes into one secure, intelligent platform.



Client: Ministry of Municipal and Rural Affairs (MOMRA)

Product: Intalio Correspondence, Intalio Advanced Imaging, Intalio Sign, Intalio Case, Intalio Executive Portal, Intalio Outlook Connector, Intalio Viewer, Intalio Capture for Shamel, Intalio Dashboard, Intalio RPS (Retention Policy Services), Intalio Mobility (iOS/Android)

The implemented system included:

- › **Intalio Correspondence** to capture, index, automate, track, and archive all types of correspondence—incoming, outgoing, and internal.
- › **Intalio Sign** for secure digital signatures and validation workflows.
- › **Intalio Advanced Imaging & Capture for Shamel** for document scanning, classification, and digital storage.
- › **Intalio RPS** for automated retention policy management and record lifecycle control.
- › **Intalio Mobility** for mobile access through iOS and Android devices.
- › **Intalio Dashboard & Viewer** for monitoring, analytics, and real-time reporting.
- › **Intalio Case** to automate and streamline processes, ensuring fast and consistent follow-up on transactions.



Impact and Achievements

With Intalio's integrated solutions, MOMRA successfully achieved a **modernized, efficient, and secure digital correspondence system**. The transformation allowed the ministry to eliminate paper-based processes, improve response time, and ensure full governance of administrative communications.

Key benefits included:

- › Full automation and digitization of correspondence processes.
- › Enhanced corporate governance, transparency, and productivity.
- › Reduced operational costs and improved service delivery.
- › Improved citizen satisfaction through faster, more reliable communication.
- › Audit trails, digital signatures, and advanced search functionalities for traceability and compliance.
- › Barcode generation & multi-transfer capabilities for seamless correspondence routing.



Client: Ministry of Municipal and Rural Affairs (MOMRA)

Product: Intalio Correspondence, Intalio Advanced Imaging, Intalio Sign, Intalio Case, Intalio Executive Portal, Intalio Outlook Connector, Intalio Viewer, Intalio Capture for Shamel, Intalio Dashboard, Intalio RPS (Retention Policy Services), Intalio Mobility (iOS/Android)



Conclusion

Through its collaboration with Intalio, the **Ministry of Municipal and Rural Affairs** has set a new benchmark for digital government operations in Saudi Arabia. By adopting a **fully integrated, paperless ecosystem**, MOMRA reinforced its commitment to **transparency, efficiency, and innovation**, aligning its services with the goals of **Saudi Vision 2030** and paving the way for a smarter, more connected government future.