



Client: Ministry of Defense – Medical Service Department

Product: Intalio Document, Intalio Correspondence, Intalio Bureau, Intalio Task, Intalio Viewer, Intalio Sign, OCR, Intalio Mobile (iOS & Android), Intalio Executives



Overview

The **Medical Service Department** of the Saudi Armed Forces was established in 1367 as a small 10-bed clinic. Over the years, it expanded significantly, becoming the **General Directorate of Medical Services of the Armed Forces** in 1392, serving all branches of the armed forces. The department provides comprehensive **hospital and community-based medical services** at the Northern Area Armed Forces Hospital and operates advanced diagnostic facilities, including **MRI, Spiral CT, and Clinical Laboratory services**.



Needs and Challenges

The Medical Service Department aimed to become a **leading authority in leveraging technology and information systems** to enhance service delivery, efficiency, and productivity.

Key challenges included:

- Managing the **enormous volume of correspondence** between departments and entities.
- Ensuring **confidentiality, traceability, and integrity** of all communications and documents.
- Facilitating fast and reliable **search and retrieval** of archived documents.
- Implementing **barcode systems** and integration with other organizational systems.
- Reducing operational costs while maintaining **high standards of efficiency and accuracy**.



Implementation Highlights

Intalio implemented a **comprehensive digital information management ecosystem**, including document management, correspondence, workflow, and mobile solutions to meet the Medical Service Department's objectives.

The solution included:

- › **Intalio Document** for full document lifecycle management, ensuring integrity, traceability, and secure storage.



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- › **Intalio Correspondence** to manage, track, and archive all internal and external communications.
- › **Intalio Bureau and Task** to automate workflows, task management, and operational coordination.
- › **Intalio Viewer** for document visualization and advanced search capabilities.
- › **Intalio Sign** for secure electronic signatures.
- › **OCR** to convert scanned documents into searchable, editable digital files.
- › **Intalio Mobile (iOS & Android)** for remote access to documents, workflows, and approvals.
- › **Intalio Executives** for real-time monitoring, KPI tracking, and management oversight.



Impact and Achievements

The implementation of Intalio solutions transformed the Medical Service Department's operations into a **fully digital, secure, and efficient environment**.

Key benefits included:

- › **360° view of electronic documents** and correspondence.
- › **Instant access** to critical documents and information, boosting employee productivity.
- › **Enhanced efficiency** through automated workflows and content management.
- › **Integrity and traceability** of all corporate information, reducing errors and duplication.
- › **Rapid deployment** providing immediate value and ROI.
- › **Reduced IT costs** with optimized storage and minimized server requirements.



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Conclusion

Through its collaboration with Intalio, the **Ministry of Defense – Medical Service Department** successfully **modernized and digitized its document and correspondence management processes**, enhancing productivity, governance, and service quality. The comprehensive digital ecosystem ensures secure, reliable, and efficient operations, supporting the department's mission to deliver high-quality medical services to the armed forces.