



Client: Ministry of Municipality and Environment (MMUP)
Product: Intalio Case Management



Overview

The Ministry of Municipality and Urban Planning (MMUP) in Qatar plays a central role in the nation's Smart Government initiative, which focuses on transforming people, processes, and technology to deliver more efficient and transparent public services. As part of this digital transformation vision, MMUP sought to automate one of its Smart Government services as a pilot project to serve as a benchmark for future eServices across Qatar.

To achieve this goal, MMUP partnered with **Intalio** to **implement Intalio Case Management**, integrated with SharePoint 2010, providing a unified system for managing electronic services, workflows, and performance monitoring. This initiative allowed MMUP to enhance collaboration, improve decision-making, and accelerate service delivery — ensuring greater transparency and citizen satisfaction.



Needs and Challenges

MMUP identified several key challenges that needed to be addressed to achieve its Smart Government objectives:

- **Digital Transformation Benchmark:** Establish a model project to guide future eServices and Smart Government initiatives.
- **Collaborative Platform:** Enable multiple government entities to collaborate electronically on shared cases and decisions.
- **Transparency and Accountability:** Ensure visibility into workflows and decisions to promote trust and efficiency.
- **Faster Processing:** Reduce inspection and approval times to improve responsiveness and public service quality.
- **Performance Monitoring:** Track progress and measure key indicators to ensure continuous improvement and operational excellence.



Implementation Highlights

Intalio developed and deployed a comprehensive case management solution tailored to MMUP's strategic objectives, addressing performance, transparency, and collaboration needs across departments.



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› **Intalio Case Management:**

Optimized the processing of electronic documents by simplifying and accelerating case workflows. The system efficiently manages requests and tasks from multiple sources, associates them with electronic business files, and provides authorized managers with instant access to information for review and decision-making.

› **Collaborative Work Environment:**

Enabled secure collaboration between various government entities, ensuring unified decision-making and smooth information flow across departments.

› **Enhanced Governance and Transparency:**

Provided advanced tracking and audit capabilities to monitor cases, measure efficiency, and ensure accountability at all levels.

› **Performance Indicators and Insights:**

Delivered real-time monitoring tools for tracking performance metrics, helping decision-makers evaluate outcomes and optimize processes continuously.



Impact and Achievements

Following the implementation of Intalio Case Management, MMUP established a dynamic and fully digital working environment that enhanced collaboration, improved service quality, and accelerated response times.

Key benefits include:

- › **Streamlined and Faster Processes:** Automated workflows reduced delays and improved service turnaround times.
- › **Cross-Entity Collaboration:** Improved communication and coordination among government departments.
- › **Enhanced Transparency:** Increased visibility into operations, boosting trust and accountability.
- › **Data-Driven Decision-Making:** Enabled real-time insights for smarter, faster decision-making.
- › **Model for Smart Services:** Set a new standard for future Smart Government projects across Qatar.



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Conclusion

By partnering with Intalio, the Ministry of Municipality and Environment (MMUP) successfully launched one of Qatar's pioneering Smart Government initiatives — a digital platform that streamlines workflows, enhances transparency, and empowers collaboration across entities.

The implementation of **Intalio Case Management** has established a scalable, secure, and performance-driven system that supports MMUP's vision of innovation and operational excellence.

This success marks a key milestone in Qatar's national digital transformation journey, reinforcing Intalio's commitment to enabling governments with intelligent, sustainable, and future-ready solutions.