



Client: National Archive, UAE

Product: Correspondence Management System (Intalio CTS)



Overview

The National Archive, responsible for managing vital national documents and media, needed a modernized solution to handle incoming and outgoing correspondences efficiently while ensuring compliance with national regulatory standards. Manual workflows led to inefficiencies, delays, and limited traceability in managing official correspondences.

To address these challenges, the National Archive partnered with Intalio to implement its Correspondence Management System (Intalio CTS), fully integrated with their existing archive management system. This solution streamlined document workflows, improved operational efficiency, and ensured regulatory compliance.



Needs and Challenges

The National Archive required a system to:

- Automate correspondence handling and reduce reliance on manual tasks.
- Maintain a clear record of all correspondences and associated actions.
- Integrate seamlessly with their existing archive management system.
- Ensure compliance with national regulatory and data integrity standards.



Implementation Highlights

Intalio successfully implemented Intalio CTS, equipping the National Archive with:

- › **Correspondence Tracking:** The system tracks all incoming and outgoing correspondences in real-time, ensuring accurate record management.
- › **Automated Workflows:** Approval cycles, forwarding, archiving, and retrieval processes are fully automated, minimizing manual intervention.
- › **Seamless Archive Integration:** Correspondences and documents are synchronized with the National Archive's archive management system for comprehensive data handling.
- › **Role-Based Access Control (RBAC):** Strict access controls ensure that only authorized personnel can view or modify sensitive documents.
- › **Comprehensive Audit Trails:** Every action taken on a document is logged, ensuring complete traceability and compliance with reporting standards.



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Impact and Achievements

- **Processing Time Reduction:**
Automated workflows cut correspondence handling times by 30%.
- **Improved Document Retrieval:**
Enhanced search capabilities reduced retrieval times by 50%.
- **Regulatory Compliance:**
Full traceability and secure document governance ensured compliance with national standards.
- **User Satisfaction:**
Personnel reported a 40% improvement in ease of access and document handling efficiency.



Conclusion

By implementing Intalio CTS, the National Archive successfully modernized its correspondence management processes, significantly improving efficiency, security, and compliance. The seamless integration with their archive management system ensured that both current and historical records remain easily accessible while maintaining data integrity. Intalio's expertise in secure and scalable solutions has empowered the National Archive to enhance its mission of preserving national records while streamlining internal workflows.