



Client: National Projects Office (NPO), UAE
Product: Document and Correspondence Management System



Overview

NPO, a strategic government entity overseeing key national projects, faced challenges in managing its growing portfolio of work. The organization relied on manual processes for document and correspondence management, leading to inefficiencies, compliance risks, and delays in communication with internal and external stakeholders.

To address these challenges, NPO partnered with Intalio to implement a comprehensive digital transformation initiative. Intalio delivered an integrated solution that modernized document storage, streamlined correspondence tracking, and automated over 20 business workflows, ensuring secure, efficient, and compliant operations.



Needs and Challenges

NPO required a robust solution to replace its manual processes with a secure, automated system capable of:

- Managing high volumes of documents efficiently with structured storage and retrieval.
- Automating correspondence workflows to improve tracking and approvals.
- Ensuring compliance with UAE and NPO-specific regulations.
- Enhancing collaboration with external stakeholders, even in offline environments.



Implementation Highlights

Intalio modernized NPO's operations by deploying three key systems:

- › **Intalio.CTS (Correspondence Management System):** Digitizes, tracks, and automates the processing of incoming, outgoing, and internal correspondence, improving efficiency and traceability.
- › **Intalio.DMS (Document Management System):** Ensures secure document storage, controls versioning, indexes metadata for easy retrieval, and speeds up access to critical files.
- › **Intalio.Case (Business Process Automation):** Automates over 20 workflows for NPO, streamlining approvals, document routing, and compliance tracking.



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Key Features Delivered

- › **Multi-Channel Correspondence Capture** is used to capture and process correspondence from paper, email, and fax, utilizing QR codes and barcodes for efficient tracking.
- › **Automated Workflow Integration** enables seamless document approvals, real-time version tracking, and structured correspondence management.
- › **Compliance and Security** enforces UAE regulations through encrypted communication, comprehensive audit trails, and secure external access.
- › **Advanced Search & Retrieval** allows users to quickly locate records across multiple metadata fields with full support for Arabic and English languages.
- › **Offline Collaboration** facilitates secure interactions with external stakeholders, maintaining productivity even in restricted-access environments.



Impact and Achievements

- › **Efficiency Gains:** Automation reduced document processing and correspondence handling time by over %50.
- › **Enhanced Collaboration:** Facilitated smoother interactions between departments and external stakeholders.
- › **Regulatory Compliance:** Ensured full adherence to UAE governance and security standards.
- › **Scalability:** The system supports future growth, with seamless integration into existing infrastructures like Microsoft Dynamics 365 and Oracle Fusion.



Conclusion

Intalio's expertise in digital transformation enabled NPO to modernize its document and correspondence management, significantly improving efficiency, compliance, and collaboration. By automating key workflows, enhancing security, and enabling offline interactions, Intalio provided NPO with a future-ready solution. This project highlights Intalio's commitment to delivering high-performance, tailored solutions for government entities.