

DOCUMENT MANAGEMENT AT APDL

Setor: Public Administration

As a contribution to the dematerialization of documents, reducing paper printing and streamlining the flow, more than a hundred users use the Document Management and Workflow Solution, iPortalDoc at the Douro and Leixões Port.



CLIENT

With 5Km of wharfs, 60 ha of embankments and 210ha of wt area, the Port of Leixões is the largest port infrastructure in northern Portugal. It has great accessibility, by road and rail, as well as modern equipments, including an advanced IT management system of ships cycles and loads in port.

Representing 25% of the Portuguese foreign trade by sea and moving 16 million tons of goods per year, Leixões is one of the most competitive and multipurpose ports not only nationally, but also in the Northwest part of the Iberian peninsula.

CHALLENGE

The key challenge to iPortalDoc at APDL was providing an infrastructure management and document repository which enhanced the following areas: embedding of a document classification plan, to facilitate research; elimination of redundancy and paper circulation; optimization of work processes, mainly related to procurement procedures, document scanning and automatic integration into workflows and group emails capture.

With the increase in e-mail communications, there was also the problem of printing all emails that were considered important and respective copies, which were filed. This translated into an increased expenditure in paper and printing, resulting, sometimes in the loss of important documents and delay in their treatment. The very short implementation period, only two months, was a considerable challenge. It was put into production the first phase of the document Management, organization of acquisitions around the procedures of public procurement, SAP integration and e-invoicing.

DOCUMENT MANAGEMENT AT APDL

In the first year of use, iPortalDoc registered about 49,000 new documents. Currently, the vast majority of documents is introduced and forwarded via iPortalDoc, reducing lags to the various internal and external destinations and eliminating the possibility of its loss. Email capture and management is also one of the biggest bets of this company.

SOLUTION

After prospecting the market, for document management solutions, iPortalDoc was elected as the ideal toll, when comparing its cost/benefit ratio with other applications. The main goal was to reduce unnecessary printing and circulation of documents in paper form, as there is now a single, centralized repository for consultation and information gathering sharing, confidentiality is guaranteed via a rigorous permission system. Documents are easily accessible and searchable in iPortalDoc. All this resulted in a faster and more efficient processes. The Port of Lei-

xões uses iPortalDoc to address the following processes: Document registration (received/sent), including the conference circuit supplier invoices; documents for internal circulation; letters sent, register file and digital circulation of documents in various departments; quality management system, intended primarily to record complaints and respective workflows (tracking and resolution); flows approving drafts of contracts and organization of procurement procedures (direct adjustments). Invoices to customers are recorded in iPortalDoc automatically and integration with SAP is

ensured via webservices. iPortalDoc's Light Platform was also implemented, this allows the sending and delivery of electronic invoices to customers adhering to this service. After the software implementation, some key users a 40h training program and became autonomous in support for over 100 users. Given its intuitiveness and simplicity, the development team of Leixões Port Authority now has the power to design and put into production new workflows. After the software implementation some key users attended a 40h training.