

C A S E S T U D Y

Piraeus, the largest port in Greece and one of the largest in the Mediterranean, is a developmental fulcrum of both international trade and the local and national economies. Piraeus' port is a hub for ferries connecting the islands with mainland Greece, an international cruise center and a commercial hub for the Mediterranean, providing services to ships of all types and sizes.

P.P.A.(Piraeus Port Authority S.A.) currently employs more than 1,400 workers, annually serves more than 24,000 ships, contributes to the development of the local and national economy, and continues its growth by upgrading services and infrastructure.



PROBLEM

The needs for direct & systematic management of information to monitor and facilitate specific objectives of P.P.A. S.A. are many and constant.

Managing incoming and outgoing mail is a key factor for the organisation, as the registering process has been established as a method of securing document transactions, specifically receiving and sending.

At the same time, the registering process accompanied by a series of internal processes including notification, monitoring, facilitating and observance of the required physical file.

It is in such complicated conditions that the advanced applications of Document Management & Record Management offer a solution.

APPROACH

The needs of the PPA, for the addressing and resolving the above needs are met by the application of the following solutions:

- ◇ OpenText eDOCS DM, for Registering, Archiving & Managing incoming, outgoing & internal electronic documents.
- ◇ OpenText eDOCS RM, for Filing, Classification & Monitoring the physical archive.

The adjustment of these solutions in accordance to P.P.A. S.A.'s needs, as well as the maintenance and support services, have been undertaken by Your Ideas, Reseller of OpenText in Greece.

SOLUTION
REGISTRATION / ASSIGNMENT

- ◇ The Secretariat of the General Registry of P.P.A. S.A. files its mail through an automated Registry number assignment process, and assign the relevant documents for updating or processing, directing them towards the pertinent Departments of the Organisation.
- ◇ The Proof-of-Receipt is generated and given to the person concerned
- ◇ The documents are filed & classified uniformly, based on specific characteristics & in accordance to safety protocols & the internal hierarchy of the Organisation.
- ◇ An interconnection of relevant documents is observed, in order that each time a document is accessed, it can provide a map of others related to it.
- ◇ The Departments are notified automatically for each new document that concerns them, in order to offer them the opportunity to process it.


CLASSIFICATION / PHYSICAL ARCHIVE MANAGEMENT

- ◇ Each department registers the physical documents classification data, so that, at any time, its storage location can be known.
- ◇ Observance / Monitoring of document storage folders, so that, when full they'd be routed to the organisations storage units
- ◇ Offering the warehouse management to seek & access a physical document, when that is deemed necessary.

Document & Records Management Solution

RESULTS

Following the implementation of these solutions in the PPA , there was:

- ◇ Easy and secure storage and management of critical information, and thus essential and immediate utilisation of business knowledge.
- ◇ Qualitative improvement of both internal functionality, as well as that of services rendered. Which in practice means faster customer transactions with P.P.A. S.A. of both citizens and organisation, and increased convenience towards internal users
- ◇ Cost minimisation for managing documents that had multiple recipients.
- ◇ Work environment improves through the reduction of paper handling.
- ◇ Task coordination resulting in consistent adherence to deadlines.
- ◇ Decision making based on the most recent and valid information, through search functionality
- ◇ Productivity increase



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Your Ideas founded in Athens in 2002 by experienced members of the Greek IT community with the objective of offering technologically advanced solutions in the design, automation & management of vital business processes as well as in collecting, organising, archiving and managing corporate data, in tandem with reliable service and comprehensive support.

The executive workforce is made up of field specialists who enjoy long term experience in their chosen field. The employees possess high technical training and experience in the spheres of realization, application, modification, localisation and maintenance of such systems.

We emphasize the importance of innovation and diffusion of knowledge.

We work closely with our customers in order to develop and deliver the best solutions for them.

Your Ideas has implemented and delivered turn key solutions in more than 60 organisations and 2500 users, in various business sectors as, Financial Services, Public sector, International Institutes, Government, Shipping, Nonprofit organisations, Municipalities, Commercial companies, Pharmaceutical Industry, I.T. companies, Healthcare, Construction, Education & Research, Advertising, e.t.c.

Your Ideas' solutions enable clients to reduce the mediation period from the decision of investment up till realization, active exploitation of existing information, reduction of running expenses complemented with simultaneous improvement in internal operation and quality provision. The above all lead to the expansion in competitiveness.

Browse our website at www.yourideas.gr