



FRAES (Andalusian Social Economy Agency Network)

Case Study

Electronic Management System for the Registry of incoming and outgoing correspondence

FRAES is an institution belonging to the Commission of Innovation, Science and Business of the Andalusian Council (www.redees.net). It is a non-profit enterprise dedicated to promoting economic activity in Andalusia's Autonomous Community and job creation at socio-economic companies: cooperatives and labour organisations.

In addition to other socio-economic objectives, the Foundation is entrusted to managing the Andalusian Network of Business Schools programmes. As such, it has a Network of over 120 Business Schools and more than 140 professionals distributed across Andalusia's eight provinces who are continually being trained, and who specialise in local development and use of endogenous resources. In each of these Business Schools, the technical experts pinpoint the material, financial and human resources in their spheres of influence that can be used in socio-economic enterprises. They also study the viability of the projects created, follow up on their establishment as cooperatives or labour organisations and supervise the consolidation of the company in an individualised, integrated and direct way for the first three years of its development in the market.

Given the size of the Foundation's spheres of influence, the large number of schools and the normal development of their activity, it is logical that a large volume of information is generated internally and received from external sources and must be registered. This, in turn, creates its own set of challenges.

Challenge

A deficient System of Registering Incoming and Outgoing Correspondence created a series of very distinctive problems, but chief among them was the lack of control over the documentation that was registered. This problem led to many others, such as slow processing of files that include documents passing through the registry; difficulty locating the documents in the registry, which required creating an archive parallel to the management archives with a copy of the documents passing through the registry and loss of documents in a few cases.

Likewise, the proliferation of electronic documents such as emails as basic documents in this organisation's files and as document support for several processes in its Quality Management System increased the need for their handling and, therefore, their registration.

Likewise, the implementation of this Quality Management System at the Foundation meant it was necessary to monitor the quality Registers that were produced by it, generated for it or received from external organisations. Up until now, this monitoring process was completely manual

Solution

A proposal was made with the general objective of effecting a project of Design, Construction and Development of an Electronic Management System for the Registry of incoming and outgoing correspondence – hereafter referred to as EMSR – that would basically resolve the three problems described:

- Monitoring of the documents in the Incoming and Outgoing Registry.
- Registration of any support documents, including electronic mail.
- Monitoring of the Foundation's Quality Registrations

SECTOR

Government

SOLUTION

- Document consultancy
- Redesign of the physical Archive system
- Functional analysis, design and development of the system
- Training of system users
- Start-up support

BENEFITS

- Flexibility of the processes.
- Reduction in the volume and space taken by the physical archives.



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The solution developed for TecnoCom under the Microsoft.net platform is a System that not only allows the registry of both incoming and outgoing physical correspondence (paper, computer files...), but also allows the registry of electronic mail and optional archiving of electronic mail attachments.

This system also allows the temporary registration of documents whose origins or destinations are not identified by the Registrar. Their definitive registration can be effected subsequently.

The consultation of the documents is carried out by using the integrated Microsoft Research search tool and the SharePoint Portal Server solution. By using this Portal, authorised users not only can consult and view the registered documents, but can receive notification that specific documents have been registered in portfolios to which they have subscribed.

Benefits

- ❖ Flexibility of the processes.
- ❖ Reduction in the volume and space taken by the physical archives.
- ❖ Control over the documents in the registry, independent of their support.
- ❖ Supports the organisation's Quality Management System.
- ❖ Instantaneous and concurrent access to the information and documents in the registry.
- ❖ Greater security and integrity of the information