Automating document management system for a leading municipal solution provider in South Africa using SharePoint

Krish Compusoft Services

Case Study

Industry: e-governance

Technology: SharePoint

Country: South Africa

About the Client:

Sebata Municipal Solutions is the leading provider of integrated technology solutions, enterprise management solutions, and multi-disciplinary professional services to municipalities, the provincial government, public and private entities, and has been serving the industry from more than 40 years. The Sebata extends its services to more than 150 local government institutions, public utilities, and the private sector in the SADC region, with major centers in South Africa, Namibia, and Lesotho.

Challenges:

While analyzing the requirements, here are the challenges that we found in the project.

- Sufficing the need for all sizes of municipality document operations
- Licensing cost needed to be kept at its lowest, so that the smallest municipality can afford the software
- Manual maintenance of papers is time-consuming
- Retrieval of a document in real-time is painful
- Lots of possibilities of human errors during paper management
- Maintaining the document as per the government law is painful
- Government law was there to implement the Electronic document management system
- Mere conversion of papers to digital documents is not enough. Because it was just dumping on computer hard drive
- Maintaining versions of the document was a big pain

Solution:

Our team developed a web-based app known as Sebata document management. It is basically a client-server electronic document management system that allows managing the entire municipal records. The application is built on Microsoft Office SharePoint® Server 2010.

It is a robust, feature-rich solution that includes:

- Convenience Management of records. Easy to use and intuitive. Allows easy data entry of detailed records
- Easy Storage -store information and check previous records whenever you want
- Safe and Secure -A compromise with your privacy is not an option
- Accessibility -available anytime, anywhere and is synced among all municipal departments
- Easily manageable. It helps to efficiently organize information within any given government system
- It has collaborative viewing, editing, and other operations can be done at the same time by different users
- The system maintains the versions smartly
- Users can view documents, approve them if necessary using an electronic signature, or decline them and provide comments
- Has an intelligent linking mechanism that allows users to refer to complaints and its metadata. This eliminates the need to maintain multiple versions of the complaints
- File permissions are observed so only authorized users can make edits. Users can also see the details of an approved document such as version, when, the approver, and their respective role

KCS Approach:

Our experts developed a powerful and highly intuitive web application using SharePoint that helped the client in streamlining the paperwork at the government municipal department. The manual system which was haphazard and took a lot of time was now replaced with an automated electronic document management system.

Impact:

The EDMS helped the municipal corporation in streamlining the paperwork with zero or less human errors. Our paper management system helped in the management and storage of important documents. Along with this, document retrieval and versioning also became easy. As the new system was as per the government law and statuary hence no hindrance was caused due to the EDMS application. The EDMS web app enabled digital transformation and digital functioning of government document management practices.

Tech Stack

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