

Market: Public Sector
Sector: Public Services
GTM: Connected Productivity
Initiative: Portals
Solution: Microsoft SharePoint Portal Server
Partner: it Consult

Sviluppo Italia S.p.A.

Best document management and computerizing processes. Public Administration: looking to the future

Sviluppo Italia is the Public Administration's point of reference for business development and attracting investments. In choosing Microsoft SharePoint Portal Server for its document management services, the company is speeding up technological innovation in order to make the management and archiving processes more rapid, more transparent and more efficient.

THE NEEDS

An incredible number of documents to be reorganized, a complex flow of processes to be automated

Sviluppo Italia's principal need was to make the management and development of its huge document base more efficient, more secure and more reliable. In particular, the need to computerize document and authorizing-evaluating process management within the "Business Creation" area, which takes care of acquiring, investigating, implementing and monitoring hundreds of applications for financing from all over Italy, was becoming more and more pressing. This is why Information Systems management chose to create the "Document Processes Automation and Management System" project starting precisely from this area. More specifically, it meant reorganizing the destructured data, on which to redesign and set up registration, authorization and sorting systems and, finally, to achieve real mapping of corporate processes, gradually involving all of the areas.

Previously, only "file share" type management was possible for document resources and it was not possible to organize the document process flow in a structured and homogeneous manner. Not to mention the slow-downs due to manual acquisition of files. As Matteo Campana, Sviluppo Italia Information Systems Manager, explains: "Our paper document archive took up thousands of square meters of storage space, where binders with hundreds of papers, business plans and blueprints were stacked; every time we needed to enter an application we had to send an e-mail to the warehouse manager, who needed to spend time and effort in looking for all of the documents and then bring them to us by hand".

To improve and make the processes more efficient and to give new impulse to organizational innovation, Sviluppo Italia Information Systems chose a solution composed of Microsoft SharePoint Portal Server 2003, Microsoft Windows Server 2003, Microsoft SQL Server 2003, and josh, the Knowledge and Workflow Management platform developed by it Consult, the Microsoft partner participating in the project.

THE SOLUTION

Microsoft and Sviluppo Italia together to speed up innovation in the PA

Microsoft technology was chosen after careful consideration of several base platforms available on the market, including Oracle, Hummingbird and FileNet. The Microsoft solution was chosen for its full integration with the existing IT environment and for the extreme versatility, standardization and reliability offered by Microsoft SharePoint Portal Server and by the It Consult josh platform. "In addition to the great flexibility and adaptability of the platform, it can be managed in total freedom, at full working capacity, by eventually modifying the processes and document repository and, when necessary, it can become fully autonomous", emphasizes Pierpaolo Manzini, it Consult Sales Director.

The project, which started in 2002, immediately involved all of the personnel in the Business Creation area: about 70 human resources that must acquire, evaluate, implement and monitor the applications for financing that have been granted public aid.

Following pre-analysis and the drafting of the specifications, the design of the document repository was started and, at the same time, the analysis and formalization of the processes. Migration from the previous file share to the new document repository under SharePoint Portal Server 2003 required significant diligence in terms of design and document classification. However, it also allowed the creation of specific tools for document migration. As Matteo Campana states: "After having accurately interpreted the needs of an area management that was already prepared to understand the advantages of electronic archiving and computerized management of the flows, it was necessary to re-engineer both the process and the tool. Once this part was defined, computerization was very rapid, thanks to the extreme flexibility and scalability of the SharePoint Portal server platform and of josh".

THE BENEFITS

More rapid, transparent and integrated management of documents and processes

Thanks to the new Microsoft solution, we passed from a situation fraught with procedural slow-downs and a high risk of manual errors to much higher performance levels. "Thanks to the computerization of document processes we have considerably reduced processing times and optimized document and flow management to the maximum; we are ready to adapt the system to the frequent legal changes that we must consider in our business", Matteo Campana points out.

Moreover, to speed up the passage and to make the processes more transparent and efficient, we needed a new way to work, in a more integrated, flexible and collaborative environment. Information Systems immediately understood that the re-engineering of the processes regarded a significant cultural as well as infrastructural improvement, able to extend the concept of Knowledge Management to the entire company and to gradually define the mapping of many company processes to achieve standardization and transparency. In this sense, Business Process Re-engineering (BPR) represented an occasion to rejuvenate, revise, formalize and optimize the processes and roles involved in the corporate activities. Matteo Campana explains: "The added value of the project was that of succeeding in simultaneously reorganizing the documentation and formalizing the processes, significantly reducing management and operational costs".

This, therefore, means standardizing the processes, making them efficient, transparent and economical: a vitally important element in renewing the entire Public Administration system. "This is what the Ministry for Innovation and Technology wants. Today, in Sviluppo Italia, it is possible to know, at any moment, at what point any document is and who has it, and to access, with a click of the mouse, the requested documents", Pierpaolo Manzini remarks.

Knowledge Management, collaboration, integration: the conditions for innovation

Thanks to its extreme versatility, the new Microsoft solution composed of Microsoft SharePoint Portal Server 2003, Microsoft Windows Server 2003, Microsoft SQL Server 2003 and the it Consult josh platform allows across the boards application to all company processes.

In addition to dossier management, Sviluppo Italia provides a series of accompanying services to enterprises that have obtained special funding. "Microsoft SharePoint Portal Serve allows us to shorten the process times, by computerizing and best managing the large quantity of correspondence that exists between us and the enterprises", notes Matteo Campana.

And we are talking about a huge quantity of documents. The filing of the Business Creation area documents alone occupies 12.5 Gigabytes of disk space, managed and kept in an innovative manner. The difference was first noted by the final client. Campana adds: "The benefits obtained through migration of the infrastructure and, especially, through the solidity and collaborative environment that SharePoint Portal Server 2003 offers was appreciated by everyone, for its ease of use as well as for the possibility that it offers in managing and exchanging documents within the work groups, both those already constituted and those being formed".

Another added value regards the integration with the base environment and Microsoft personal productivity. Pierpaolo Manzini states: "The fact of having document management integrated with individual productivity and with Microsoft Office undoubtedly represents a great decisional tool for the corporate CIO, because Microsoft Office is the environment in which the desktop operations are carried out in Sviluppo Italia, without mentioning the advantage that derives from the minimum impact on the training of new resources".

New perspectives for quality and efficiency

The functions of the new platform are slowly extending to different areas of the same department, with the implementation of new processes that interact with the existing ones, increasingly integrating the functions of the various areas of the organization. In this way, the robustness of the SharePoint Portal Server 2003 document repository takes on greater importance, as does the scalability of the SQL Server that manages the data.

The Microsoft solution has made it possible to create various projects for document flow and management automation, for authorizing workflow management and for managing forms from other areas of Sviluppo Italia. Like, for example, applications for the legal area, for the managing director and, in general, for the identification of the professional categories in the context of the Human Resources Office, not to mention the collaboration system developed for Innovation Italia, a controlled company.

All of the corporate areas are being reorganized based on a project management logic (to this end, Sviluppo Italia uses the Microsoft solution for Enterprise Project Management, which has its own SharePoint repository), and for this, Campana specifies, "the Sviluppo Italia Information Systems department is trying to make this new world of document management and collaborative environments open and standardized for all corporate activities.

Moreover, the features of the Microsoft solution have made it possible to create a company case management system, a project which is already in the analysis phase, in collaboration with Microsoft and it Consult.

General Information

The Client

Sviluppo Italia is the national Agency for business development and attracting investors. Its mission is to promote, accelerate and publicize productive and entrepreneurial development in an effort to strengthen the competitiveness of the Country through three main lines of intervention: attracting investments, creating and developing business, supporting the Public Administration. The Group, which has about 1500 employees, has a portfolio of 177 affiliate companies and 59,300 financed companies.

The Needs

The main need was that of making the management and the development of the document base for applications from companies for financial aid more efficient, secure and reliable. Secondly, the need to computerize document and process management within the other areas in terms of project management was becoming increasingly pressing.

The Solution

Sviluppo Italia chose the Microsoft solution, composed of Microsoft SharePoint Portal Server 2003, Microsoft Windows Server 2003, Microsoft SQL Server 2003, and josh, the collaboration solution developed by it Consult, the Microsoft partner participating in the project. The management of the Information Systems motivated the choice, not only by indicating the advantage of full integration with the existing environment, but also because of the extreme versatility, reliability and flexibility offered by the Microsoft products.

The Benefits

Sviluppo Italia has obtained benefits linked to efficiency and security in advanced document management and has significantly increased its performance levels as regards document and authorizing flow automation, thanks to the powerful functions the Microsoft server infrastructure offers and the document, collaboration and portal functions of SharePoint Portal Server 2003.

Partner it Consult,

Microsoft Gold Certified Partner is the leading software house on the Enterprise market for Knowledge, Workflow and Document Management through josh, its own integrated, modular software package developed in Microsoft.NET environment and based on Microsoft SharePoint Portal Server and SQL Server.

Products and technologies

JOSH by it Consult

Microsoft® Office 2003

Microsoft SharePoint® Portal Server 2003,

Microsoft SQL Server

Microsoft Windows Server™ 2003

For more information:

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www.sviluppoitalia.it

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www.itconsult.it

on Microsoft products or services for Public Administrations and Health Departments:
www.microsoft.com/italy/pa/

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