

# UNINETTUNO

it Consult has proven to be a company made up of professionals, competent in document registration and management. Its solution is technologically advanced, as a modern company requires. Previous data was migrated in a very short time without any problems.



**Raimondo Sepe**  
Direttore ICT Uninettuno



## it Consult for UNINETTUNO

it Consult, with Josh Protocol, has allowed UNINETTUNO to improve its performance in research, classification and access to documents of the entire organisation.

UNINETTUNO International Telematic University was established by the Nettuno Network, a consortium of 41 Italian and 31 foreign public universities that created the first Italian remote university in 1992. The success derives from the psycho-pedagogical model of excellence applied by the Rector of UNINETTUNO, Prof. Maria Amata Garito and her team with more than 25 years of research experience. Approximately 28,000 students are committed to creating their future and making themselves the professionals of tomorrow in the faculties of law, economics, engineering, psychology, cultural heritage and communication sciences. A team made up of approximately 5000 teachers, coming from the most prestigious universities, who teach in the real and virtual spaces of UNINETTUNO in Italian, Arabic, English and French lead the students.



*24/7 and completely mobile recording and access to documents in the cloud.*



# THE NEED

## Registration, search and access to all of the organisation's documents in cloud.

UNINETTUNO's main need, stemming from the experience using another IT records system that no longer complies with the university's needs at a regulatory level, was to **record, search and access all of the organisation's documents quickly and intuitively, and to make them accessible through the internet.**

In particular, the main need was to be able to register the University's official documents through an articulated file, with access to documents according to the different roles defined within UNINETTUNO's organisational framework.

These aspects needed to be integrated with an approach oriented towards mobility and 24/7 access to all data concerning UNINETTUNO's students, educational secretariats and employees.

Since UNINETTUNO is a University operating exclusively online, the whole educational program is accessed remotely: during the project, this led to the consideration that it was more appropriate to have a cloud-based case management application compatible with the technological solutions already in place at UNINETTUNO.

The current documents as well as the documents present in registers that are now closed and no longer fed by the previous system needed to be migrated. Migration needed to take place while ensuring the continuity of work and without interrupting the services.



*josh Protocol! provided us with a flexible and functional tool to support processes involving the university's various departments. Thanks to josh Protocol! we achieved all the objectives we had set. In particular, we managed to improve the collection and management of information, collaboration and internal communication through the collation, research and classification of documents.*

**Eugenia Cocola**

Responsabile Protocollo e Archivio Uninettuno

Software used:



# THE SOLUTION

## Recording from any source, even remotely, and completely safe mobile access: this is josh Protocol!

The solution to the needs of recording, cataloguing and integrated access to documents expressed by UNINETTUNO **was implemented by adopting josh Protocol!**, the revolutionary case management system developed by it Consult.

First of all, **josh Protocol! made it possible to record incoming and outgoing documents from any source**: from a dedicated workstation or via the web. It also made it possible to register, not only via institutional e-mail, but also from certified e-mail, effectively integrating the document registration procedure within a simple mail manager that allows concurrent use of the same mailboxes.

The josh Protocol! solution also allowed UNINETTUNO to manage and classify a large documentary heritage produced and updated daily, through the creation of files and a full-bodied title, a system that identifies the organisation's functions in a hierarchical line.

This allows the organisation to organise and contextualise documents so that they can be found quickly when needed and their function can be understood at first sight (e.g. documents relating to the management of human resources, the general secretariat or the various University faculties).

The project envisaged an initial kick-off in which decisions were made on the organisational structure (AOO and UO) and the connection methods to be used to manage the activities remotely.

The infrastructure, initially on on-premise virtual machines, was agreed between the it Consult and UNINETTUNO technical managers and, following UNINETTUNO's needs, which were defined during the work, everything was completely migrated to the Amazon AWS proprietary cloud.



*The fact that Uninettuno, an innovative and technological University, has chosen and appreciated our software and our people makes me really proud.*

Giovanni Marrè  
it Consult CEO



## THE BENEFITS

**A host of tangible and important benefits that go beyond the organisation of documents.**

There were many benefits resulting from the implementation of josh Protocol!, including:

- The josh Protocol! cloud made it possible to achieve greater flexibility, which is essential for UNINETTUNO's mission because it allows to connect users remotely;
- Control UNINETTUNO's documentary assets, shared knowledge of all documents thanks to activities tracking carried out on individual documents;
- Documents always updated to the latest version and accessible by anyone with permissions at any time;
- Improvement of the collection and management of information and documents, sharing and internal communication thanks to the sorting, search/classification of documents and assignment notifications;
- Timely involvement and empowerment of employees due to their assignment notifications and tracking;
- Reduction of time and in the use of paper, resulting in a reduction of any "manual" errors and/or losses caused by archiving and paper management;
- Increased security and privacy of records thanks to custom permissions;
- Greater efficiency, thanks to a standardization of work, greater precision and monitoring;
- Compliance to AgID regulations (Article 71 of the Digital Administration Code) and with Presidential Decree 445/2000.