Case Study

Document Management System for Government Agencies

ICTR Improved Productivity and Faster Data Processing through Document Management System

Document Management System for Government Agencies

Customer Profile

International Criminal Tribunal for Rwanda (ICTR) was established for the purpose of contributing to the process of national reconciliation in Rwanda and to the maintenance of peace in the region. It also deals with the prosecution of Rwandan citizens responsible for genocide and other such violations of international law.

Business Situation

With huge number of cases being filed and followed up by ICTR, it was becoming difficult to manage the documents related to each case, thus affecting the overall productivity of the organization. Information storage and retrieval had huge overheads associated with it, resulting in delays in information access and processing.

Solution

Techno Brain implemented a Document Management System (DMS) for ICTR. The solution ensured that each document is digitized, indexed and made available for faster and better processing. The DMS ensured that all the information is available to the right person at the right time, all at one place. It reduced the overhead of maintaining the documents manually and eliminated the possibility of loss of information.

Technologies

SQL 7.0

Benefits

Key benefits of Document Management System are:

- **Efficient Processing**: The DMS organizes the data systematically, thus making it easier to work with the documents. The overall time spend on storing, maintaining and retrieving the data is reduced considerably.

- **Improve efficiency**: Multiple users can access the document management software simultaneously, resulting in work getting done faster.

- **Reduced costs**: If the system you choose is a desktop application, you generally have to buy it just once and use it forever. You can, of course, buy additional licenses as you need them. Vendors often provide free support and upgrades in the first year of purchase, making it very cost-effective overall.

- **Disaster recovery**: Regular backups ensure that you don't lose your data in case of any disaster. All the backed up documents can be quickly retrieved.

Customer:
International Criminal Tribunal for Rwanda (ICTR) was established for the purpose of contributing to the process of national reconciliation in Rwanda and to the maintenance of peace in the region.

Industry:
Public

Business Situation:
ICTR was looking for a Document Management System for digitizing their documents.

Solution:
ICTR implemented Techno Brain's Document Management System for efficient document management and processing.

Benefits:
- Improved document Management
- Quick and easy access to information
- Reduced cost and enhanced disaster recovery

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