



Majlis Bandaran Shah Alam (MBSA)

Overview

The Building Approval Division (Jabatan Pembangunan) of the local council of Shah Alam (MBSA) gets a lot of applications for approval and also site inspections. The plans and relevant documents are currently stored in the archival room and there are a few million documents and plans for the Shah Alam district.

The concerned firms seeking CF clearance submits various to the Pembangunan Division for specific projects that they want approved. For site inspections, the relevant documents has to be extracted for the Assistant technicians for their site visits.

The Process

Each file has documents like :

- Engineering Drawings.
- Project Report.
- Covering Letter.
- Supporting Documents.

These documents are filed and stored in the document room. There are always repeated request to extract the floor plans and site inspections and the files have to be retrieved from the archival room.

These documents also move through various officials, who will check for authenticity and finally approved them. The manual movement of file, thus, takes up a lot of time.

The Problem

Tracing files became difficult after it was forwarded by a particular official.

Huge time delays when needed to refer to last references of letters, downpayment slips as searching a particular mail is time consuming.

Huge cost of storage and maintenance of communication/letters.

Dependency on clerks for fetching files.

The Solution

AmberSoft proposed a document management and workflow solution using our product FingerTips whereby the movement of files/documents across sections and within was streamline and the data is archived in a central electronic document repository. The whole process is based on client-server architecture, so that the ministry officials can access their work from anywhere in the organization.

The Process

The file containing all the documents in a physical form is first scanned and an action item (route defined flow of document) is initiated by the Section officer and sent to the relevant officers. Once the files are scanned they will be indexed on parameters like:

- Name Of Project.
- Location.
- Date Of Receipt.
- File Number.

The files can be routed to the various officials in a specified path. They in turn, scrutinize these documents and using the features of FingerTips, annotate, highlight important aspects and then forward the files.

The relevant officers either approves the file after receiving it from the other officials in the workflow or sends it back to the applicant for further inputs and verifications and gives the final draft approval.

As part of the digitizing exercise, AmberSoft also provided the system to archive and store all the existing documents from the last few years. This was to facilitate the access to plans and documents that were already approved and allow easy and central access to the relevant files. Wherever there is a request for archival documents, a search is done on the profile and the files required can be then printed or forwarded in a workflow process.

Other features include

- **Link Documents:** Various documents can be linked concerning a particular file.
- **Document Integrity:** FingerTips comes with a feature that allows you to keep a track of all the changes in the workflow. The project application maybe altered several times before the approving officer finally clears it. These changes can be identified along with the author of the document and its location.
- **Thumbnail View:** This feature allows you to have a glimpse of all the documents contained in a specific folder enabling you to see what you want to open.

At any time, the supervisor can review all the clearance applications received and see the status of each proponent in terms of the progress with various officials.

Benefits

- **Easy File Tracking:** At any point of time, the status of a pending file can be traced for a proponent.
- **Restricted Access:** Only authorized users have access.
- **Set Reminders And Deadlines:** The deadlines for various project approvals can be set and automatic reminders for the same can be given.
- **Person Independent Processes:** Even if a person is away you can take action on any file.
- **Senior Management Control:** Senior Staff members can use the system to monitor and review the assignment of tasks, disposal of mails/documents.

Features of FingerTips Workflow are specially designed and the solution streamlines your processes, saves time and money, making the organization efficient and technology savvy.

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