



Increasing productivity with Office Collaboration solutions in North East Community Development Council (NECDC)

Case Profile

North East Community Development Council (NECDC)

Public service organisation spearheading public initiatives & support for 650,000 residents in the North East district, Singapore

Industry

Public Sector

Engagement Summary

Enablement of office collaboration through deployment of a corporate enterprise portal with Events, HR and Communication services

Resolvo Business Area

Resolvo Office Collaboration
Resolvo Services

Key Benefits

- ✓ Improvement of office productivity and collaboration
- ✓ Reduce the need for paper documentation
- ✓ Clear view on operations and resource utilization

"The Office Collaboration Solution effectively e-enabled and streamlined our office administrative tasks, improving our productivity and collaboration within the organisation"

- Mr Yong Ming Fung, IT Manager, North East Community Development Council

The North East Community Development Council (NECDC) is one of the five CDCs that administers public service support for residents in different regions of Singapore.

NECDC spearheads public initiatives to encourage family bonding and volunteerism. It provides platforms to promote the appreciation of Arts and to showcase local talents. Through its health and sports programmes, the CDC also strives to spread the message of the importance and need to adopt a healthy lifestyle.

Another key area of emphasis at the CDC is social welfare. Besides providing social and financial assistance to needy residents, it also provides services to increase the employability of unemployed residents.

The NECDC has a staff strength of 70, and administers an area housing 650,000 residents

Business Situation

In a large public organisation like the NECDC, there is a high amount of office administrative work that comes along with the core activities of the NECDC. There is no proper administrative tool to manage the movement of human resources, leave applications and expenses claims etc.

The NECDC organises up to 200 events and activities in a year for the residents. Managing the events calendar, budget allocation, resource booking, and event tracking are just some of the tasks involved that are currently carried out via simple email communication methods between departments.

Driven by the strong desire to improve the efficiency within the organisation and also supporting the e-government initiative, the NECDC began a search for an innovative solution that is able to address their issues and yet incur relatively low costs. "We wanted to develop a tool to help us to improve the collaboration within the CDC, and also potentially be useful enough to be implemented down to the grassroots level within the NECDC", said Mr Yong Ming Fung, Senior IT and Knowledge Management, NECDC.

The Office Collaboration Solution

After looking at several solution providers, the NECDC sought Resolvo's assistance to co-develop and implement the desired solution.

As a first step, the Resolvo team quickly understood which services/processes are to be e-enabled and determined the workflow for the applications to streamline the processes.

A web-based corporate enterprise portal was built to house the services and serve to be a one-stop office administrative portal. The creation of a web-based portal increases the reach and accessibility of the solution, and allows the staff of the NECDC to access the services via the internet from their remote working locations or their homes.

After understanding the user requirements, the Resolvo team, in close collaboration with the NECDC, went on to build the various workflows of the organisation into the applications. The basic portal infrastructure features, i.e. audit trail, access control etc, were implemented once the applications and workflows had been tested fully.

Key Benefits

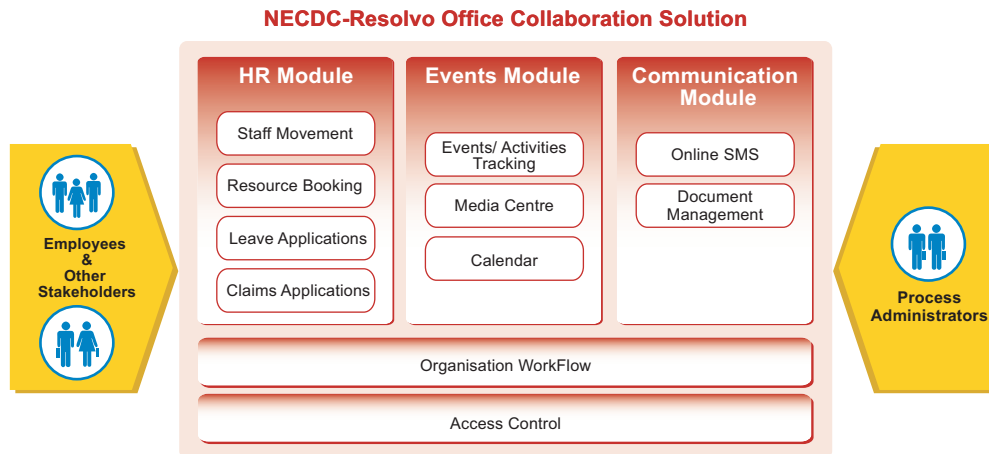
"The office collaboration solution effectively e-enabled and streamlined our office administrative tasks", Mr Yong confided. "The NECDC staff could all feel the improvement in productivity and the smoother collaboration with each other with the implementation of the enterprise portal and the associated applications. The Staff Movement application for example, gives immediate information to the front desk reception on the movement of the staff and be able to react efficiently on the availability of the NECDC staff. This not only improves the efficiency of the reception but the professional image of the NECDC."

Besides the improvement on productivity, the office collaboration solution also addressed the problem of the need for paper documentation. Proper audit trail and records and the applications are archived within the database, thereby reducing the risks of human errors. The NECDC can also now have a strong sense of the operations within the organisation through the monitoring of the usage of applications in the portal.

Having a web-based enterprise collaboration platform also proved its worth during emergency times, the prime example being the SARS outbreak in 2003. NECDC was split into 2 groups and were working in separate locations to prevent a potential SARS occurrence compromising the entire NECDC operations. During that period, the office collaboration solution proved to be a effective tool that helped the staff in the 2 locations communicate and collaborate remotely.

Working with Resolvo

"The Resolvo team were open and flexible in co-developing the right solution for our needs", said Mr Yong. "They were willing to listen and also provide innovative ideas of how to make the solution better! Through this project, the Resolvo team had built a strong relationship with the NECDC. Riding on this effort, more CDC processes are currently being discussed on the potential of e-enabling and deploying onto the existing portal. The drive to improve productivity through e-enablement is a continuous effort and the solution was developed with this key objective in mind."



Resolvo Systems is a Resource Optimisation company.

We focus on optimizing our clients' business resources ranging from Business Analytics, Office collaboration to their Infrastructure.

Resolvo is also a strong advocate in the adoption of Open Source and Linux in achieving "More with Less" for our clients.

We offer a wide range of products and services aligned in 3 core business solution areas:

- (1) Business Analytic Solutions
- (2) Office Collaboration Solutions
- (3) Linux Infrastructure Solutions

These solutions are designed to support and create value at different levels of our customer's business IT needs.

For more information on Resolvo, visit

www.resolvo.com

Or contact us at:

Resolvo Systems Pte Ltd
Blk 20, Technopreneur Centre
#08-02, Ayer Rajah Crescent
Singapore 139964
(Office) +65 6873-2049/
+65 6464-1370
(Fax) +65 6873-4905

(Email) enquiry@resolvo.com