

ITWorx Empowers Egypt Post with an Arabic Intranet Portal Boosting Employee and Organization Performance



Country:
Egypt

Industry:
Government

Customer:
Egypt Post

Executive Summary

A part of the e-government initiative, Egypt Post needed to establish its own Intranet to empower employees with collaboration functionalities, operational efficiency, and exposure to IT environment. ITWorx, Microsoft Gold Certified Partner, developed the Egypt Post Intranet portal as well as the Postal Information System (PIS) solution. Together, the portal and the PIS improved information dissemination within Egypt Post, increased internal collaboration, generated analytical reports, and enhanced the overall organization performance.

The Customer

Egypt Post is a subsidiary of the Ministry of Communications and Information Technology, providing financial and postal services to individuals and enterprises. Founded in 1865, Egypt Post has grown to support over 3,700 postal offices located throughout Egypt with more than 44,000 employees.

The Challenge

After a successful automation of many of its online information and banking services, Egypt Post needed to establish its own Intranet to empower employees with collaboration functionalities, operational efficiency and exposure to IT environment.

As another step towards establishing a completely automated governmental entity, Egypt Post needed to consolidate a massive set of information through a comprehensive Intranet. ITWorx track record in e-government projects under the auspices of Microsoft nominated it for developing the solution.

Technologies and Software

- Microsoft SharePoint 2003 Portal
- Microsoft Active Directory 2003 (Authentication)
- Microsoft IIS Server

The Solution

Using SharePoint 2003, ITWorx built Egypt Post Portal, an Arabic Intranet solution that connects the employees through Egypt Post news, polls, documents libraries, discussion areas, and postings for the employee of the month.

The portal acts as an entry point to Egypt Post sites and applications according to secured authorizations and access control levels. ITWorx developed the portal with the same layout and structure of Egypt Post website to establish a unified look and feel, enrich the user experience and establish a public identity for Egypt Post.

ITWorx developed a Postal Information System (PIS) within the portal. The PIS captures the information related to all Egypt Post different offices, locations, and their automated status.

All portal users have the right to view the content of the PIS information. Using Microsoft Active Directory 2003, the portal authenticates user groups for membership and permits access and view only to authorized members. Through the PIS, administrators can manage published information within Egypt Post internal application and the website as well. The PIS also allows the generation of historical data analytical reports that enables tracking the progress of each postal office and location across the country from different perspectives.

The Benefits

Better information sharing unites Egypt Post employees via the portal

ITWorx built an intranet portal that connects Egypt Post employees through central access point to view the company's news postings, policies and regulations under document libraries, and shared information. Employees can access their mail as well as other related applications from the portal. ITWorx made it possible for Egypt Post to centralize previously diluted information into one place and distribute it efficiently.

Unified look and feel creates a unique identity for Egypt Post

Egypt Post website and Intranet portal carry the same user experience in terms of ease-of-use and unified themes and colors revealing the sense of unified identity that Egypt Postal perceives necessary for its image for both parties - employees and customers.

Improved overall performance for Egypt Post

With the PIS solution and the Intranet portal that ITWorx developed, employees enjoy a more collaborative environment and save their time and effort by a fast, easy means of accessing, updating, and retrieving information; resulting in better employee productivity. The analytical reports generated by the portal provide visibility to upper management on the progress of postal offices and result in overall improved company performance.



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