zeendoc
YOUR KIND OF DIGITAL

CUSTOMER TESTIMONIAL

Marne et Gondoire Agglomeration Community

Public sector



MARNEetGONDOIRE
communauté d'agglomération

zeendoc
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The activity

The CA of Marne et Gondoire has powers that are mandatory and strictly defined by law, such as planning, economic development, housing and habitat, among others, as well as municipal powers that have become intercommunal through the transfer of the so-called "optional" powers from the municipalities, such as public libraries, music education, digital development, etc.

I hold the position of Head of the Information Systems Department, responsible for developing the urbanisation of the information system structured around business applications, projects, and departmental needs, data and voice usage (VoIP and mobile telephony), its operational maintenance, and its strategic evolution.

400
employees

20
sites

Testimonial from Mr Matthieu FERREIRA,

Head of the Information Systems Department.





The needs

In its ongoing handling of requests from citizens and the various correspondence sent to the CA, we wanted to evolve our tool for processing letters and emails sent to the EPCI simply and efficiently, while innovating to save staff time and make processing simpler.

Simple and intuitive, *so the software is mastered in 30 min.*

Implementation

The Zeendoc application was completely reshaped to match our mail management needs. From the arrival of paper letters as well as emails and their registration by staff through to the processing of the request and its follow-up, it was necessary to design tailor-made processes, thus meeting the way our local authority works and, more generally, that of a public body.

As with an electronic signature folder, it was also necessary to establish a hierarchy in the mail circuit through to its transmission to the staff member.

When the mail arrived each morning, we had a "mail of the day" folder with, for each item of mail, a small dispatch sheet on which General Management ticked the various departments, so that once back at reception it could be dispatched.

This process, which had the particularity of not being dematerialised, necessarily circulated through the various DGS, thus imposing the operation of physical paper with all its constraints, then dispatch to staff by a "mail shuttle". A physical presence was therefore necessary in order to hand back the dispatched mail.

200
staff use the solution

-90%
of paper transmitted to departments

5 SEC.
to distribute the mail to departments

6 GB
saved in storage space

30 MIN
to get to grips with the solution

Zeendoc has taken over this model almost exactly, dematerialising it and making it as "user-friendly" as possible on a tablet.

The General Management (DG) is equipped with iPad Pros, which allows them to dispatch the mail at the touch of a finger.

This removes the waiting and removes the need for physical presence, because they can now do it from anywhere. Above all, the aim being to dematerialise mail as far as possible, the dispatched mail is made available at that very moment, to the department, 5 seconds later...

It is a tailor-made development, since it generated circuit, validation, etc. workflows according to our structure.

"I estimate that approximately 90% less paper is transmitted to the department. Some mail (catalogues, files, or large formats) cannot yet be registered by our equipment."

The benefits

The first difference felt was the simplified registration and entry of mail by reception staff, which brought an immense time saving when registering mail.

In addition, moving from a paper route to a dematerialised route made it possible to overcome the limits of paper (physical location, dispatching mail to departments, sometimes requiring a shuttle).

All administrative staff can have access to Zeendoc, i.e. approximately 200 people, since there is no limit on users. The resistance, or rather the comments and fears of staff, were resolved by showing them that the software could adapt to their needs.

A simple training session was necessary for each department to explain and demonstrate the ease of use. Acceptance was automatic thereafter.

It is also a gain in storage space, with 6 GB of data that will no longer be affected by the registration of mail, while knowing that we remain the owners of our data hosted by Zeendoc.

"Undeniable time savings, impossible to quantify, because searches that could take several tens of minutes are now done in a few seconds."



Activity: Public Sector / Public Establishment for Intercommunal Cooperation

Number of employees: Approximately 40 staff

Number of sites: 20 sites (municipalities located in the Seine-et-Marne department (Île-de-France)

*The tool that adapts 100% to your needs, not 80%, with **simplicity and effective use**! Formidable for **modernising the management processes** of a local authority."*

WHY CHOOSE ZEENDOC ...

Accessible and hassle-free

- Unlimited users, at no extra cost.
- Free storage, ISO 27001 certified.
- 100% cloud & low-carbon solution.

Efficient and scalable

- Modular and adaptable to your needs.
- Compliant with mandatory electronic invoicing.
- Boosted by AI developed in-house.

Connected to your ecosystem

- Interoperable with your business tools.
- Compatible with all approved platforms.
- Secure access from all your devices.

Trusted expertise

- 25 years of experience in document management.
- Leader among very small businesses, SMEs, and local authorities.
- Solution developed and hosted in France.

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