RICOH
imagine. change.

Intelligent document management for innovative ports

Ports de Balears

Autoritat Portuària de Balears

ePorts is a solution developed by Ricoh on the Hyland Alfresco platform to move towards a fully electronic government by eliminating all paper documents and records, automating document processes and simplifying administrative procedures.

COMPANY PROFILE

The Balearic Islands Port Authority (APB) is a public body attached to the Spanish Ministry of Transport and Sustainable Mobility. It manages the Balearic Islands' five ports of general interest: Palma and Alcúdia in Malloarca, Maó in Menorca, Eivissa (Ibiza), and La Savina in Formentera. It handles the transport of 16 million tonnes and serves 9.4 million passengers per year. The authority needs immediate access to information from any of its locations without having to communicate using paper, with the time and risks this entails.

This need, together with the Spanish Strategic Plan for the Implementation of e-Government legislation was addressed by APB through a digital transformation initiative. This program aligns with the authority motto 'sustainability, the lighthouse that guides us'. APB is the third most transparent port authority, and three of its port air improvement projects have received recognition from the World Association for Waterborne Transport Infrastructure (PIANC) as European success stories: its air quality monitoring project, the electrical connection of ships, and the detection of pollution spikes using satellite imagery are examples of its ports' digital transition in Europe.
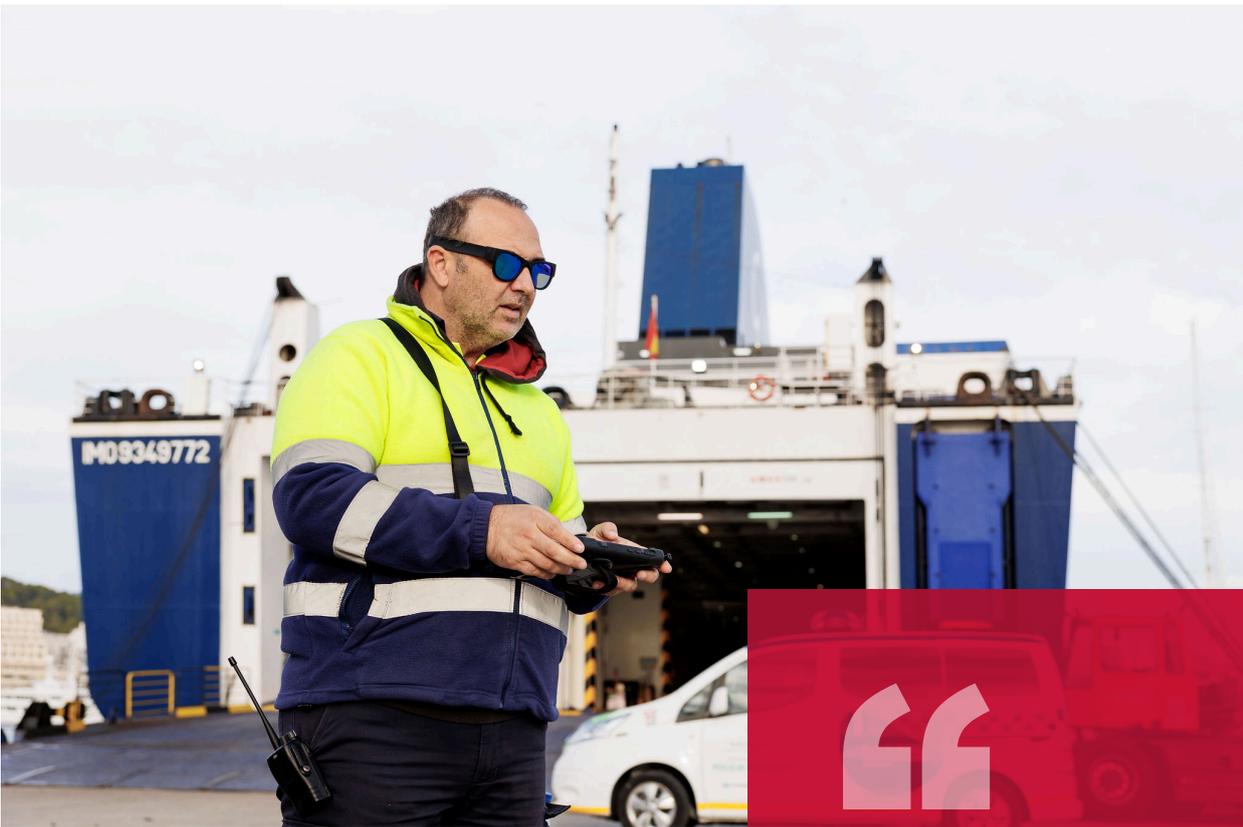
CHALLENGE

Within the Strategic Plan for the Implementation of e-Government, APB created a Technical Office for Document Management as part of its strategic goals and started to study the possibility of hiring a third party to put in place a Document Management and Filing System for the comprehensive management of its electronic records and documents in accordance with ISO-30301.

Under the contract awarded to Ricoh in 2016, document management and electronic filing were integrated into a single platform for the entire document life cycle from initial processing until completion of the procedure. This entailed putting in place the necessary mechanisms for the electronic management of all documents involved in APB's procedures, integrating the e-Government applications, procedures and information systems with the document management platform, and eliminating all manual tasks and the use of paper.

One of the main benefits of ePorts is that it helps us to support the management team's business approach and the work of the person in charge of document management, as well as to improve the Document Management System and its integrated processes on an ongoing basis.

Javier Segovia, CIO, Autoridad Portuaria de Baleares

> "ePorts provides comprehensive document management tailored to the needs of port authorities and carries out the digitalization journey to achieve a fully electronic, interconnected, and transparent government with a clear and simple structure."
>
> Gemma Pérez-Griffo, Digital Solutions Manager, Ricoh Spain

OBJECTIVE: PAPERLESS OFFICE

The main goal was to implement the comprehensive electronic management of records and documents throughout their life cycle, ensuring regulatory compliance and the integrity, reliability, and usability of electronic documents.

The ISO 3031 approach and its alignment with the quality (ISO 9001) and environmental management (ISO 14001) certifications already held by APB helped facilitate the implementation of a paperless office that was fully integrated with the organisation's corporate processes, ensuring compliance with legal, functional, document, and technological requirements.

Following an analysis of the situation, Ricoh defined the reference electronic document management framework and established it on Hyland's Alfresco platform, describing its organisational, functional, and technological model, as well as its Electronic Document Management Policy.

Technology Model:

- The component architecture needed by the technological platform (based on Hyland's Alfresco platform) to manage electronic records and documents throughout their life cycle.
- The requirements of the architecture's various modules: Alfresco Content Services and Alfresco Governance Services.

- The integration requirements of the various corporate and e-Government applications (such as file handlers and electronic signature tools).

Functional Model:

- The features and requirements needed for the electronic management of documents, such as opening and closing records, certified copies, and generating lists of electronic documents.
- This documents the specific document management procedures so that they can be included in the organisation's process map.
- Development and review of documents and file management filing components. These include the document model and metadata schema, document classification and hierarchy diagram, document series, and document classification tables.

Organisational Model: roles, functions and responsibilities required for the governance of the document management and electronic filing system.

Change Management & Training: the organisation must process the change of mindset from paper to electronic documents and provide the necessary training to end users, the various departments, and the document management team.

> "Ricoh is one of the partners with the most proven experience in the exploration of a document management tool's potential and with the most qualified professionals to adapt such tool to any business needs and environment.
>
> Juan Nadal, Iberia Account Executive at Hyland

EXPANSION

The Document Management System put in place at APB was designed to be fully adaptable and configurable in response to any new functional, documentary and filing, regulatory, and technological requirements that might arise in the future.

Ricoh achieved this by using Hyland's Alfresco solution to develop ePorts, a document management system tailored to the needs of port authorities that reaffirms its commitment to an efficient e-Government.

Its ISO 30301 approach and certification ensures compliance with a set of requirements internationally recognized as document management best practices, leading to broad worldwide recognition and validation.

The end goal is to make APB part of e-Government, creating an administration that is digital and paperless by default, and ensuring compliance with Law 39/2015 and Law 40/2015 and excellence in the provision of an effective and efficient service to individuals, businesses, and other public administrations.

"Ricoh's experience in the Spanish port system and the establishment of a multidisciplinary team that covers documentary, filing, technological, legal, and security matters has ensured the establishment of a comprehensive, scalable, and future-proof system that meets all requirements. A technological solution (ePorts) tailored to the specific characteristics and requirements of the port business that ensures that e-Government complies with both laws and regulations and sector-specific requirements and provides its services in an efficient and effective manner," said Gemma Pérez-Griffo, Digital Solutions Manager at Ricoh Spain.

BENEFITS

One of the main features of ePorts is that it helps to make document management more efficient, which in turn guarantees the control of documents and records to ensure they are reliable, authentic, complete, and in compliance with laws and regulations. This facilitates traceability, decision-making, transparency, continuous improvement, and compliance with current laws and regulations.

APB's fully electronic records and documents are centralised, and it can reuse and exchange them with other administrations. In addition, Hyland's Alfresco gives customers standardised management, with aligned policies and integrated risk control, ensuring that all requirements are met.

"One of the main benefits of ePorts is that it helps us to support the management team's business approach and the work of the person in charge of document management, as well as to improve the Document Management System and its integrated processes on an ongoing basis," said Javier Segovia, CIO of APB.

Efficient information management enables external auditors to verify that a Document Management System such as ePorts is properly implemented, thus creating trust both within the organisation and outside it, in line with its aim of maintaining responsible, fluid, and multi-directional communication with stakeholders.

APB's decision to implement ePorts confirms its firm and determined aim of moving towards digital transformation based on the effective and efficient management of electronic records and documents and is an important milestone in its journey, which started with its digitalisation in 2016.

Thanks to the high adaptability and customisation of a solution such as ePorts, Spain's major port authorities have already shown an interest in this document management tool with automation and filing capabilities. It is a digital solution that can also be used in other sectors, such as the financial sector (e-Banca), local, regional, and national administrations (eCouncil or eParliament), and other authorities.

"ePorts is a comprehensive document management solution tailored to the needs of port authorities based on four core pillars: the digital transformation of organizations through the simplification of administrative tasks, organisational efficiency, and efficiency in the provision of services, transparency, and environmental and technological sustainability; ensuring the interoperability required by e-Government, regulatory compliance with the National Interoperability Framework, the National Security Framework, and the system's ISO-30301 certification; providing value for the business, with transparent access from the various business applications, a user-friendly interface, and departmental collaborative spaces; ensuring the integrity, confidentiality, and authenticity of e-Government procedures, records, and electronic documents; and implementing the digitalization journey towards a fully electronic, interconnected, and transparent administration with a clear and simple structure," said Gemma.

Juan Nadal, Iberia Account Executive at Hyland, adds: "Ricoh is one of the partners with the highest volume of Alfresco sales, and it has proven experience in the exploration of a document management tool's potential, as well as the necessary qualified professionals to adapt such tool to any business needs and environment."
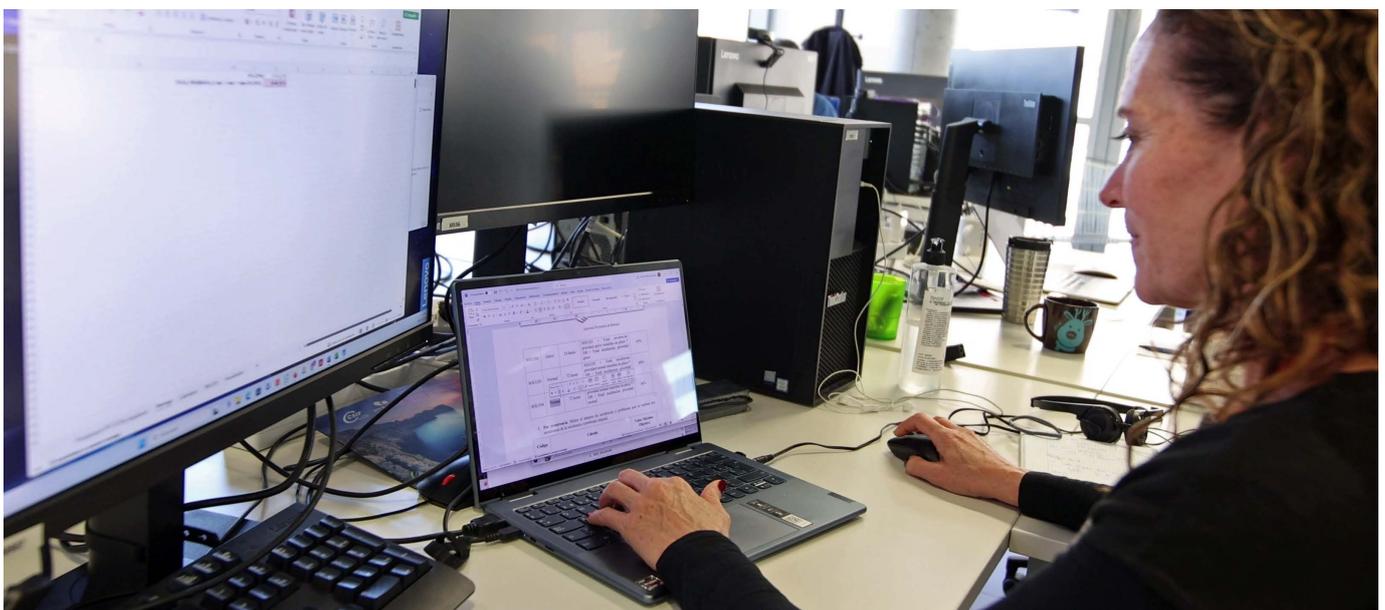
"Ricoh's solution has reduced to minutes tasks that used to take hours, so that we can focus on higher-value work. We manage around 500,000 documents per year. We have reduced the amount of physical space used to store them; and, where paper notifications were previously handled by five people, we now have just one person working part-time. User request and procedure handling times have similarly been reduced from six hours in person to just 15 minutes online. Another notable feature of this solution is the security of information and traceability of documents from the moment they enter APB's systems until their digital filing. According to Pedro Bauzá, Head of the Technical Office for Document Management and e-Government of the Balearic Islands Port Authority, in addition to being a step forward in the goal of becoming a paperless office, this solution helps to supports the Sustainable Development Goals by reducing the amount of paper and natural resources used, reducing the carbon footprint associated with the transport of physical documents, and avoiding the need for travel by users".

ABOUT RICOH

Ricoh is a leading provider of integrated digital services and print and imaging solutions designed to support digital transformation of workplaces, workspaces and optimise business performance.

Headquartered in Tokyo, Ricoh's global operation reaches customers in approximately 200 countries and regions, supported by cultivated knowledge, technologies, and organisational capabilities nurtured over its 85-year history. In the financial year ended March 2024, Ricoh Group had worldwide sales of 2,348 billion yen (approx. 15.5 billion USD).

It is Ricoh's mission and vision to empower individuals to find Fulfilment through Work by understanding and transforming how people work so we can unleash their potential and creativity to realise a sustainable future.

For further information, please visit www.ricoh.com

RICOH
imagine. change.

www.ricoh-europe.com