ELO customer reference
Posta Moldovei – Moldova national postal service

More efficient postal service thanks to ELO

Posta Moldovei is the national and largest postal services operator in the Republic of Moldova and is under the control of the Ministry of Information Technology and Communications. The company offers a wide range of postal and financial services throughout the country, rendering postal services for citizens through a nationwide network of 1,146 offices and postal agencies, and 37 branches. The company wanted to implement ELO professional as a document management system primarily for archiving contracts and court files in a legally-compliant and audit-proof manner.

The Republic of Moldova is a small landlocked country in Southeastern Europe, bordered by Romania to the west and is surrounded on its other borders by Ukraine. It has a total area of 33,843 km² and just over three million inhabitants. The Moldavian Soviet Socialist Republic declared independence in 1991 following the collapse of the Soviet Union. Moldova became a member of the United Nations on March 21, 1992. Moldova takes its name from the Moldova river, although the river does not flow through present day Moldova. The official language is Romanian.

"ELO is the technologically advanced solution that best meets all the requirements of state-owned Posta Moldovei."

Serghei Nastas,
Director general, Posta Moldovei
**Member of the Universal Postal Union since 1992**

In 1991, the first series of stamps dedicated to the first anniversary of the Republic of Moldova’s proclamation of sovereignty were put into circulation. In November 1992, the Republic of Moldova became a full member of the Universal Postal Union (UPU). The organization, which has 192 member states, regulates international cooperation between postal authorities and international postal services and operations. In doing so, the Republic of Moldova formed a single postal territory with the other member countries. The state company Posta Moldovei was founded in April 1993 as the result of the division between the postal services and the telecommunications sector.

Since then, Posta Moldovei has joined a number of relevant international bodies, including the Regional Communications Community (RCC), PostEurop (the Association of the European Postal Operators, and the EMS Cooperative (express mail service). In 1995, under a postal law, the state company Posta Moldovei was awarded the status of national operator with exclusive rights to provide basic postal services.

**Modern postal services**

Starting in February 1996, the express mail service EMS Moldova was added to the company’s services portfolio. Posta Moldovei implemented the automated system IFS-TEFI, developed by the Universal Postal Union, in May 2005. The company strategy is geared towards implementing advanced technologies to add new, competitive, state-of-the-art postal services to its portfolio, improve its customer service and increase mail volumes.

Today, Posta Moldovei has 5,793 employees, 1,146 offices and postal agencies, and 37 branches, and is a reliable partner in the global market for postal services. Posta Moldovei aims to remain close to people and dedicated to public service, always with a view to meeting customers' needs and expectations.
**ELOprofessional in place of filing cabinets**

Posta Moldovei stored its documents, mainly contract and court files, in a physical archive with numerous filing cabinets and ring binders, all without the help of a document management system (DMS). Until ELO, document-related business process were performed traditionally by multiplying the relevant documents and forwarding them to all involved parties. However, as the number of documents increased, locating the right documents became more difficult and time-consuming.

At the end of 2014, the company decided to implement a DMS solution. Following a case study, ELO was selected as the ideal solution, since it fully meets the requirements of Posta Moldovei as well as being a technologically mature solution that the company’s own IT specialists can develop further if required.

**Workflows and report functions**

The project began at the beginning of April 2015 and was completed in September of the same year. The main project objective was to implement a future-proof electronic document management platform based on ELOprofessional that would allow users to file the native document and the scanned documents to separate folders according to the document type.

In addition, the company wanted to be able to forward documents automatically via special workflows and also required a reporting module, particularly for important contracts and court files.

**Two different modules**

An experienced Moldova-based ELO Business Partner saw the project through from start to finish. Anatolie Codreanu, head of the legal department at Posta Moldovei: “The ELO Business Partner was extremely flexible when it came to the contractual provisions concerning adaptation of the software to our specifications.”

The project included two modules:

- **Court files module:** This module registers every court file and all important information, files them to ELO where they are stored in accordance with legal requirements and can be accessed immediately. The module contains a submodule for creating different types of reports.
- **Module for contracts:** This module is used for managing contracts that the company has. This module is also able to generate several types of reports. Several workflows were designed for this module to increase the efficiency of the company’s activities.

**More efficiency right from the start**

After just six months, some 3000 documents had been archived at the Posta Moldovei headquarters. A total of 30 employees used the ELO system. The first reactions were extremely positive: From day one, ELO boosted the company’s efficiency by automating workflows, allowing simultaneous document examinations, status checks, previews of the archived documents, fast report drafts and increased attention to detail for the court files and other internal documents.
Summary and outlook

The server operating system is Windows Server 2008 R2 Enterprise, and Windows 7 (64-bit and 32-bit) for the clients. MS SQL Server and MS Office 2007 are also used. Active Directory was also successfully integrated. The benefits for the company: Extremely fast access to the documents and a structured registry for the contracts, court files and other internal documents.

Serghei Nastas, director general of Posta Moldovei, is extremely pleased with ELOprofessional: “The ELO project helps us to meet the large volume of requirements regarding the rendered postal services. Thanks to ELO, the internal company workflow has been automated, which allows for faster and easier contractual relations as well as improved services for private and business customers by allowing employees to simultaneously examine several documents in a short amount of time as well as granting them the possibility to access the company repository at any given time.”

Further extensions are planned for the future, such as automation of business processes that involve checking documents in and out, petitions, orders, official provisions and information.