ARCFLOW
The document managers.

AMT FÜR MILITÄR UND BEVÖLKERUNGSSCHUTZ
BASEL-LANDSCHAFT



ArcFlow – deployed at the Canton Basel-Landschaft

The Office for Military Affairs and Civil Defence (AMB) has deployed the ArcFlow Document Management System (DMS) for administering and retrieving its multiplicity of documents in a simpler and faster way. In particular the seamless connection to the administration software AMB3000 provides accelerated and efficient processes.

The four AMB groups Civil Protection, Military, Disaster Control and Staff as well as Central Services employ more than 60 people. Up to now the written correspondence of the various departments, mainly arrays, applications for service adjustments and correspondence with people missing the mandatory shooting duty has been filed in folders and portfolios. Given the ever increasing number of documents over the years the employees were challenged by the increasingly difficult task of retrieving relevant documents in a timely manner. Therefore the AMB decided in favour of deploying a document management system.

At this moment in time AMB already uses the ArcFlow administration software AMB3000 in Civil Protection. “There has always been an excellent cooperation with ArcFlow”, states Roland Studer, AMB Civil Protection training instructor. “They have proven to be reliable and provide competent support. Therefore we decided to deploy the ArcFlow document management system “The fact that both products are based on the same database, thus simplifying connection and overall administration was a further reason for this decision.”

The first to start using the DMS was the Civil Protection group, one year later ArcFlow was introduced in the Military group. Some 3,500 civil protection conscripts are managed using AMB3000. All correspondence, such as applications for service adjustments, dispensation, qualification ratings or disciplinary orders are saved in ArcFlow. The seamless connection enables the direct display of the correspondence in AMB3000 as required. During incoming phone calls the employee has the complete caller‘s information at his disposal. “In the past we had to return the call after we had found the correct file and extensively searched for the documents“, Studer reports. “Now we know all about the letters and information received by the caller at a glance. Doing so we can work much more efficiently.“ Sandro Kamber, Head of the Regional Headquarter II, Military Group, adds: “We now have faster access to our documents. The DMS saves space and the preparation of digital copies of the documents assures a significantly improved backup – important e.g. in case of a fire or other accidents.“

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In ArcFlow all outgoing correspondence is automatically saved in a person-specific way. Once an employee records a new civil protection or military conscript data record in AMB3000, ArcFlow automatically generates a digital folder used by the system for archiving all documents related to this person. A workflow is triggered automatically where the DMS saves a letter in PDF format. Using reminder messages the workflow assures that the civil protection or military conscript will receive a prompt reply of the office within a period of time of 15 days. Along with the correspondence the AMB is also saving orders and federal circulars in ArcFlow.

The seamless connection of ArcFlow to AMB3000 is a particular advantage. “Our employees do not notice the software solution they are currently using“, Kamber explains. “This significantly increases the user acceptance and in turn our efficiency.“

“We are very satisfied with the system and the cooperation with ArcFlow“, Studer summarizes. “The manufacture always responds well to our needs. Thus we have the opportunity of implementing many ideas – which are actually realized – into the development roadmap.“