Administrative simplification and process automation at Sociedade Ponto Verde

The elimination of manual tasks and the launch of a Portal for customers have allowed a remarkable administrative simplification and optimization. Sociedade Ponto Verde became more agile and now provides superior service to the market.

The Challenge

To accomplish with the growth and the strong development of its business, Sociedade Ponto Verde (SPV) needed to streamline and optimize their business processes through the implementation of a specific solution designed to suit its needs. Furthermore, as an entity linked to the Environment, the choice of automation is essential for the drastic reduction in paper waste.

SAFIRA's proposal, based on its development platform Quartz, was the best answer to the requirements of Sociedade Ponto Verde. Flexibility, adaptability and faster time-to-market were key factors in the selection.

The Solution

To guarantee a greater flexibility, optimization and administrative simplification, the solution was the **automation of all processes with many manual components** (paper and interactions between people) and those who were already partially automated, but in a legacy application that needed improvements or new features.

For this purpose, we created an innovative structure that underpins the development of any application for automating internal processes and provided a **Portal for external Customers**, through which they can do many activities autonomously.

Among the applications already developed in the **Quartz platform**, we highlight:

Processing of Take-Back Requests - Allows management of the participation of various external entities and the SPV over a multi-step process, each step with a different player.

Industrial Module - Allows direct involvement of Industrial Waste Management Operators in a SPV's business area with a large number of complex rules and validations, which was fully automated, enabling SPV to quickly detect discrepancies in the data entered by them.

On-Line Statement Delivery - allows Statements to be submitted annually by SPV customers, directly into the system, dramatically reducing the time spent by the SPV in the manual submission of thousands of paper Statements.

Industry	Environment
Solution	Creation of a software factory for the development of any internal application for process automation and deployment of a Portal targeted to external customers
Highlights	• Preparação para o futuro e adaptação à evolução das necessidades
	• Fast creation of custom applications that streamline business
	• Effort reduction in terms of routine and repetitive tasks
	• Simplification of customer procedures - better service level and response time
	• Future-proof and adaption to ever-changing needs
Technology	SAFIRA.Quartz

Microsoft .net

"We are very pleased with the work of the SAFIRA team and we rely on their cooperation in future projects. Quartz is an easy tool to work, allowing us to quickly develop applications that streamline the activities of the SPV and significantly improve the level of service and responsiveness to our customers"

Dr. Luís Veiga Martins
CEO | Sociedade Ponto Verde

The Benefits

- Reducing the SPV effort at the level of routine and repetitive tasks, allowing the release of resources to other areas, namely marketing campaigns, resulting in an increase in the number of clients and hence the turnover.

- Simplification of the Customer's procedures, fixed in the contract with SPV, facilitating and accelerating the interaction with them.

- Preparing for the future, adapting to the changing needs of the SPV, since Quartz is a real software factory for the company, capable of producing highly-scalable and innovative applications, while lowering TCO.

On-Line Join - Allows you to accelerate the adhesion of new customer's packaging companies to SPV system through a wizard for steps guiding them through all possible scenarios, framing them in adequate contracts and defining appropriate settings to their characteristics automatically.

Other smaller applications, as well as the sharing of methodologies, had direct influence on how the SPV conducts the management of IT projects: planning, BTT (Bug Tracking Tool) to record tasks / improvements / corrections and a Wiki for documentation of not only the technical information but also part of the SPV's business (rules, algorithms).

The core of the activity of WMD (Waste Management Department) and MLD (Marketing and Licensee Department) is also based in applications and database developed and maintained by SAFIRA. All projects are carried out in **Quartz** and **Microsoft. NET 2.0** (VB.NET and C #) using Oracle database and SQL Server. Other technologies used in specific components include Crystal Reports and Tall PDF.

Quartz is a methodology about collecting and writing a specification of requirements, as well as a platform for the development of distributed, service-oriented, scalable and reusable applications. Built on the .NET platform, its main features are: user interface for thin clients, multi-lingual and multi-layout and multi-look&feel, seamless integration with existing infrastructures and quick prototyping.

Currently, SAFIRA's role is to provide support to existing applications and development of new emerging needs.
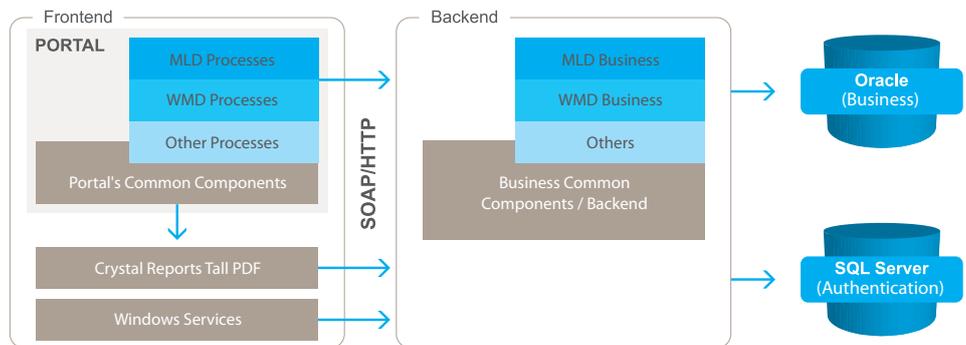
SOCIEDADE PONTO VERDE

The Sociedade Ponto Verde is a private, nonprofit making organization that was set up in November 1996 to promote the selective collection, take-back and recycling of packaging waste in Portugal as well as organize and manage the take-back and recovery of such waste through the implementation of the Integrated Waste Management Packs (SIGRE), also known as the Sistema Ponto Verde (Green Dot System).

More info at **www.pontoverde.pt**

SAFIRA

Founded in 1997, SAFIRA develops Information Technology Solutions and offers Consulting Services to leading companies all over the world. The company reached an outstanding reputation and acknowledgement in sophisticated and high demanding market segments through its focus on excellence of service, customer satisfaction, and innovative solutions that produce tangible business results.

More info at **www.safira.pt**

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