



DOCUMENT AND PROCESS  
MANAGEMENT SYSTEM

# DOCLOGIX IMPLEMENTATION SUCCESS STORY



Public sector

C L I E N T



Ministry of the Interior of  
the Republic of Lithuania

*"The professional and highly competent DocLogix team looked deeply into our problems, helped us organize the processes better, and worked very flexibly during the project."*

## ABOUT THE CLIENT

The Lithuanian Ministry of the Interior is a strategic government institution that performs public administration functions and implements state policy in the area of internal affairs. The ministry owns 72 subordinate institutions.

## PROJECT IN BRIEF

The Ministry was facing many problems because it had no unified document management system that could be used by all subordinate institutions. The solution in use was outdated and did not satisfy

the needs of the Ministry. DocLogix offered a modern, functional, and continuously developed product at an affordable price. The system was chosen due to the company's experience and quality of service (more than 10 years in the market with more than 80 implementations in the public sector). After implementing the project, the use of paper documents has decreased, the process of agreement upon documents has accelerated, and the expenditure of the Ministry and its institutions has been significantly reduced.

## KEY PROJECT NUMBERS

23

Unified system has connected the Ministry and 23 of its subordinate institutions with document management.

4,000

Every day DocLogix is used by about 4,000 Ministry employees.

1,000,000

More than 1,000,000 documents are processed each year.

"DocLogix will speed up the work of Ministry employees and will save time and money required for document management. Citizens should also experience the benefits of the system, because it will speed up the issuance of certificates, handling of complaints, and provision of other public services."

Dailis Alfonsas Barakauskas,  
Minister of the Interior



[www.doclogix.com](http://www.doclogix.com)

The DocLogix document management system is trusted by 300 clients and more than 35,000 users. The product is available in 11 countries. The system has been constantly developed and updated for more than 10 years, and offers the most advanced solution on the market. For its continued excellence, DocLogix was chosen as the best solution for information management in Europe at the European IT Excellence Awards.



## MINISTRY PRIOR TO DOCLOGIX

- The system which was in use by the client had limited functionality, and only the main institutions could access it. There was no ability to agree on documents between institutions in an electronic environment.
- Some subordinate institutions didn't have an electronic document management system, making oversight and collaboration very complicated.
- The processes of document preparation, agreement, searching, and archiving were complicated, expensive, and time-consuming.
- There was no ability to monitor the completion of tasks and assignments.
- The system was not integrated with other government information systems.
- Electronic signature was not supported by the system.
- It was not possible to search the content of scanned paper documents.
- Some of the documents were still registered in paper record books.

## IMPLEMENTED SOLUTION

After analyzing the problems of the Ministry, DocLogix designed and implemented a custom document and process management solution. It has a wide range of functional capabilities, is integrated with other state information systems, and ensures that all institutions can participate in joint activities.

- **During the project, the DocLogix platform was integrated with these main features:**
  - Document management (preparation, registration, agreement, etc.)
  - Resolution assignment and control
  - Process automation
  - Electronic signature
  - Powerful search engine
  - Scanning and optical character recognition (OCR)
  - Integration with email systems
- **A special module was developed to enable the exchange and agreement on documents among institutions with DocLogix installed.** In addition, a unique interinstitutional platform was created to allow institutions to transfer and agree on documents without having their own document management systems.
- **The system was integrated with the National Archive Information System.** This allows users to prepare, agree on, and transfer electronic documents to the National Archive for long-term archiving directly from DocLogix. It also allows employees to search for any available electronic document or its scanned copy in the database of the National Archive.
- **DocLogix was integrated with the register of civil servants,** ensuring that changes in the register are automatically transferred to the system.
- **A unique module for monitoring legal acts was developed,** allowing institutions to coordinate and control how legal acts are prepared and agreed upon.

## THE RESULTS

The new system fundamentally changed document processes and management in the Ministry and its subordinate institutions. In summary, it made the Ministry's work more efficient and less expensive.

85

After installing the system, the Ministry significantly reduced its use of paper documents. Today, electronic documents and scanned copies account for **about 85% of all documents**.

20

Document search is **more than 20 times faster** than before. Now, a document can be found from any computer in just a few seconds.

5

The process of agreeing on documents across multiple institutions is now **up to five times faster**. This was achieved through process automation and the use of a document exchange module.

80

Costs for paper, printing materials, and postal services were **reduced by about 80%**.

20

Processing of citizen requests and issuance of various certificates was **accelerated by 20%**.

## DOCLOGIX IS ALSO USED IN



Ministry of Economy of the Republic of Lithuania



Ministry of Energy of the Republic of Lithuania



Ministry of Health of the Republic of Latvia



Ministry of Culture of the Republic of Estonia



[www.doclogix.com](http://www.doclogix.com)

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DocLogix is a leader of document and process management systems in the Baltic States. In Lithuania, DocLogix sells and implements the product, and also provides support services directly to clients. In the United States, Canada, Mexico, Latvia, Estonia, Poland, Ukraine, Kazakhstan, Azerbaijan, and Turkmenistan, DocLogix is administered through a network of partners. Company clients include public institutions, major banks, energy companies, and companies from other sectors. DocLogix belongs to the Alna group, one of the biggest IT company groups in Lithuania.