

SEBATA EDMS

Electronic Document Management System



Sebata Municipal Solutions is the leading provider of integrated technology solutions, enterprise management systems and multi-disciplinary professional services to municipalities, provincial government, public and private entities, and has been for more than 40 years.

The SebataEDMS was developed specifically for the South African municipal landscape.

▲ SebataEDMS provides:

- Easy and full integration with MS Office add-in
- Content, files and meta-searches with full-text indexing
- Filing system
- Scanning of documents
- Document version management
- Workflows and routing
- Archival of documents, items and resolutions
- Customer care management
- Task management
- Calendars
- Audit trails
- Management information service (MIS) reporting
- SMS and e-mail alerts
- Document retrieval policies
- Security access and hierarchical access

SebataEDMS is a holistic, integrated and efficient system for record-keeping, filing, retrieving, routing and tracking documents with the utmost security within general administration. It allows users to effectively manage electronic and hard copy documents efficiently and timeously. In addition to the document management operations, it also encompasses customer care management.

SebataEDMS is a proudly South African product, which is aligned with the latest national archive requirements to achieve sustainable improvement in document management. It was designed utilising the latest web-based technology, ensuring it has an intuitive, easy-to-use web interface.



▲ SebataEDMS ensures:

- All incoming documents are actioned effectively
- Council resolutions are handled promptly
- Submission of timeous progress reporting for items
- Complaints received by the customer care centre, or an official, are accurately logged and managed until completion
- High quality customer service to rate payers
- Multiple workflow processes can run simultaneously
- Workflow processes can be attached to any other document workflow streams, such as agendas
- A robust document flow
- Fast document uploads and document versioning
- Version history and complaint workflows can be quickly obtained
- Mailing of routing reports and their efficient resolution
- Statistics (per user, group or project) and accurate analysis per user/group can be obtained
- Gathering of extensive customer care management reporting
- Progress reporting via SMS and e-mail can be devised
- Receipt of job card generation

▲ SebataEDMS prevents:

- Routing documentation by hand
- Multiple copies of supporting documentation being made
- Loss of documentation
- Poor quality documents due to re-copying
- Manual agenda creation for council meetings
- Endless struggles to receive comments on items
- Multiple printing sessions for the same agenda
- Loss of agenda annexures
- The need for large areas of physical storage space
- Tedious document retrieval processes
- Unrestricted access to documentation



www.sebata.co.za | +27 11 218 8080
info@sebata.co.za