SeAP

Software
for Public
Attendance

Features

Flexibility, application calculated according to the needs of each organization. The addition of new applications is easily made;

Reliability, strength, and scalability, given by the most up-to-date development technologies of ORACLE. Growing according to the rhythm of the organization;

Safety, each user can only see or do what he is authorized to;

Multiplatform, it works in the market best systems such as, UNIX, Windows NT, 2000, XP, 2003 and Vista.

Import / Export information, it can communicate with other systems, in both directions.

*Some do the present,
we do the future!...*

SeAP - Software for Public Attendance
Is a set of software products as well as **Ano**'s services, configured and customized for centres and/or Public Attendance. They are a powerful tool which allows a quick and efficient answer to the Public.

The **SeAP** consist of attendance, register, flow, handling and digitized documents software connected to the other information system for clients.

The **SeAP** supplies the client with a powerful tool that evaluates, controls and rationalises the used resources in Public Attendance, through graphic and statistic information.

ano
SOFTWARE

SeAP

Software
for Public
Attendance

Features and Benefits

Register of the various processes types, carrying out several phases, documents, actions and users.

Register of all the inquiries or documents delivered by the public.

The user can choose the Service, Department and People the document /information is addressed to.
Informations and documents **automatic integration** in files already created.

Deadlines control over part or all the services supplied to the public.

Controlling and making users responsible for each action over documents, through the register, in the system, of the user's identification, date and time of the intervention.

Relationship between received and sent information. Thus, it is possible to identify the whole information exchanged with a certain singular or collective entity.

Connection among processes, even when being of different types. This allows the setting up of temporal and hierarchical relations according to the process entity, nature of subject. That is to say, to know all the processes existing in entity "X", when they were created, whether they are still activated or filed, etc.

Processes inspection control done by an inspector entity and through a notification. This control is effective, allowing to know when and how they came up in the process.

Delivered and attached elements management and control issuing automatic notices requiring the missing elements.

Digitizing tools integration, providing the enclosure and flow of digitized documents.

Issue of tax revenue forms, in public attendance, whenever it is necessary.

Management and statistics information with "On line" data on the department attendance services. Number of processes per user; number of finished processes; services/people having more work, average time to perform tasks/actions or documents treatment; percentage of finished processes in time intervals, etc. This way, managers can do/perform a more accurate and efficient management of the resources.