

CUSTOMER SUCCESS STORY



Industry
Public sector
Location
Crete, Greece
Product
Comidor v5.8

The Prefecture of Crete

A second level local self-administration organisation in Crete that consists of **four regional units**: Heraklion, Lasithi, Rethymno and Chania. The organisation designs and implements policies for the economic, social, tourism, and cultural development of the island of Crete.

Organisation's vision :
"To create a paperless region"

Comidor SA., the solution provider of Comidor Platform, powered by Enterprise Low-Code BPM, RPA and AI/ML, enables businesses to achieve continuous growth and improvement through evidence-based, agile, digital transformation and automation.



One step towards Digital Transformation: going paperless

Our client aimed to perform **BPR** (Business Process Reengineering). In particular, the recreation of core business processes with the goal of efficient, effective, transparent, and automated procedures. More specifically, the strategic goal and objective of the organisation for the planning period of 2015-2019 was the creation of **paperless collective bodies**. At the same time, the organisation was dealing with different **collaboration** and **file storage** issues.

Why Comidor?

The Comidor Platform was selected from other solutions to **digitally transform the region's services**, offering an **advanced collaboration hub** for public sector boards.

Business Needs

- Digital automation of the region's services
- Automated document creation with real-time data
- An easily accessible cloud-based platform with no limitation of mailbox capacity and the creation of meetings
- Elimination of paper waste and other organisational resources



[Get inspired by the organisation's testimonial](#)

Our Remarkable Results

saving more than

2,000,000

pages of paper/year

40

meetings created using Comidor/year

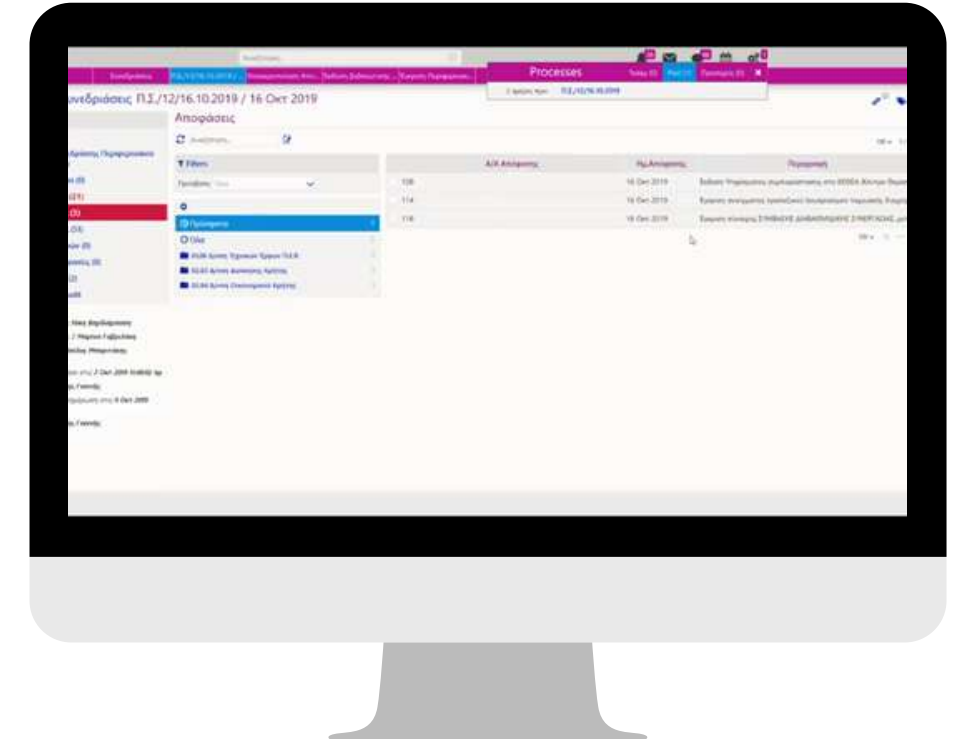
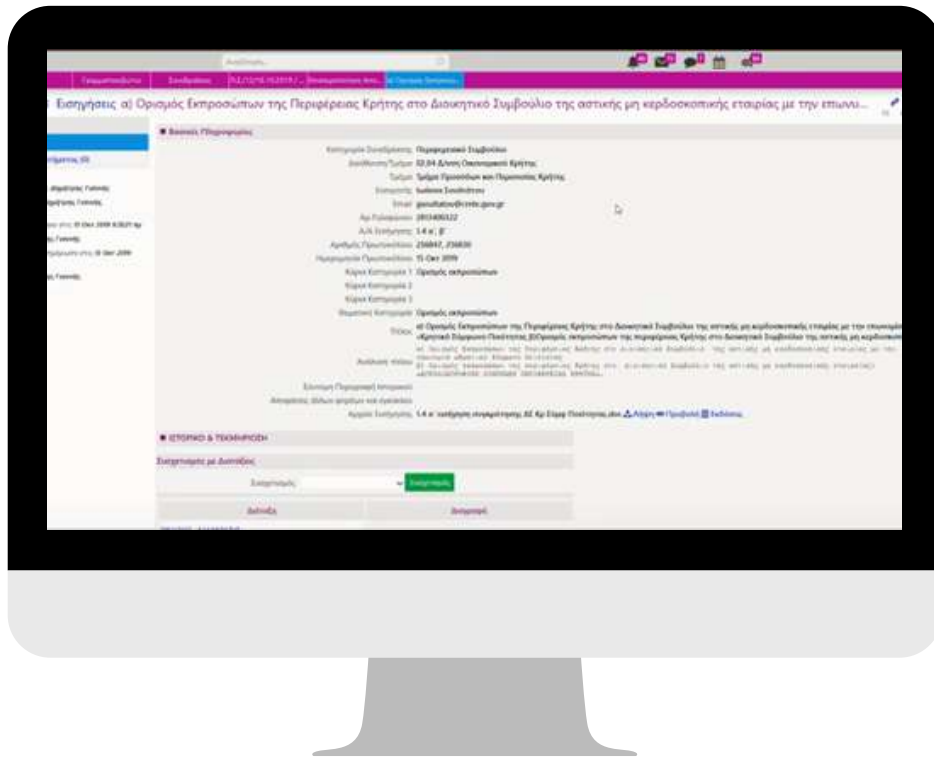
3,000

proposals uploaded in Comidor/year

A Breakthrough in Public Administration: End-to-end Paperless meetings

1. Invitation to Meetings

Initially, the Collective Bodies Department, in cooperation with the President, creates a meeting process for a Collective Body (for example, the Financial Committee). The invitation document is **automatically generated**, and **smart notifications** are triggered by the system to invite all members to add their suggestions within a predefined time scale. All the necessary steps are done through Comidor.

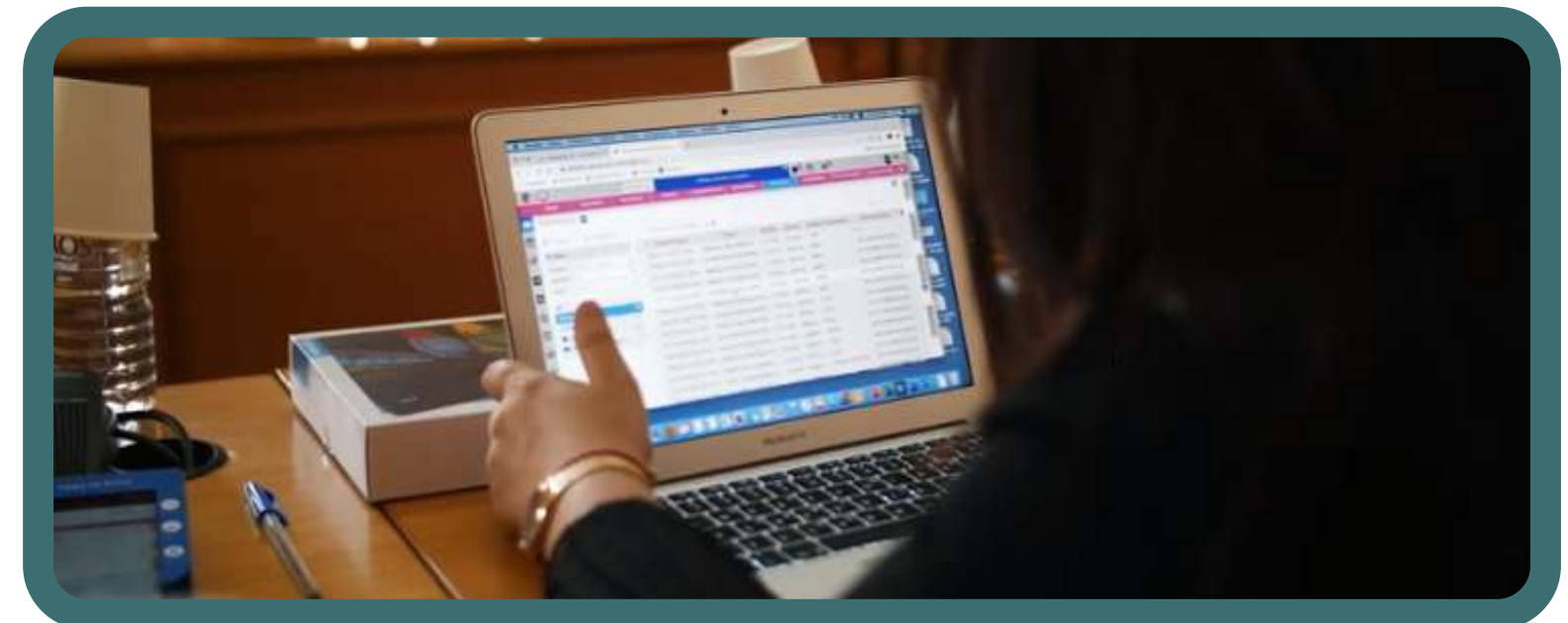


2. Proposals

Users upload multiple proposals into the meeting process (as attachments). The proposals are then available to all the invited members in a **transparent, simple, and paperless** way. Also, the proposals can be categorised by type, subject, rapporteur, content, and type of decision.

3. Meetings

The Collective Bodies Department convenes **paperless**. During the meeting, its members use Comidor via tablets, to discuss all the proposals. At the end of the meeting, a file with all the meeting minutes is **generated automatically** and can be exported by the members. Other automated documents are also produced for each proposal, and for every decision ready to be shared with all the stakeholders. Comidor.



One of the most significant achievements is the automated document and report creation, that accelerates the decision-making process, and reduces paper waste, time, and costs. The platform operates in the cloud, making it easily accessible from everywhere, to everyone at any time.

- ✓ Easy and quick access to proposals from one point
- ✓ Automated document generation based on multiple templates, without limitation on the volume of data for each document
- ✓ Procedure acceleration, since the decisions are delivered online during the meetings, and then the procedure moves on to the next stages
- ✓ Improvement of the decision-making process by eliminating errors and corrections
- ✓ Saving time because administrative assistants only focus on value-added tasks and not on printing and transferring documents
- ✓ Full traceability and visibility over the processes



The Region of Crete has recently been awarded the “Bravo Engagement” award in the second area for collaboration with the Comidor digital automation platform and the development of a paperless application for the collective bodies of the region of Crete

Greek bodies like the Independent Authority for Public Revenue (IAPR), the Ministry of Reconstruction, even the opposition of the Region of Crete, have expressed the desire to adopt Comidor and go paperless



Comidor provides the **right** information to the **right** people at the **right** time. Trust us and we will enable you to:



- 1 Achieve better **Customer Satisfaction** by reducing the issue completion time
- 2 Make your processes **fast, efficient and transparent**
- 3 Improve and accelerate the **decision-making process**
- 4 Eliminate **paper waste** and provide a more **friendly approach** to critical environmental issues



COMIDOR LOW-CODE AUTOMATION PLATFORM

WHEN LOW-CODE MEETS HYPER-AUTOMATION
IN THE DIGITAL WORKPLACE

Any app idea can come to life,
any process can be automated,
any business can make a difference



comidor

LOW-CODE AUTOMATION PLATFORM



Interested in what we do?

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