

The Prefecture of Crete

Industry
Public Sector

Location
Greece, Europe

Overview

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.

Business Challenge

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 organization was dealing with different **collaboration** and **file storage issues**.

Customer Success Story



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

*One step towards Digital Transformation:
Going paperless*

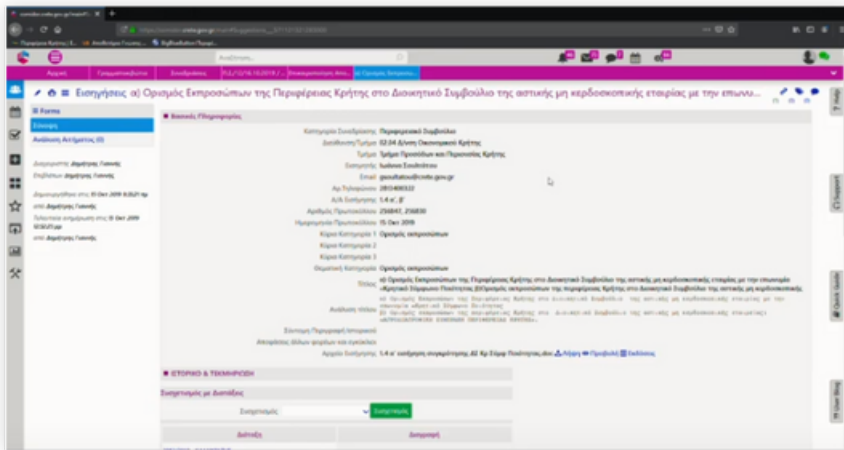
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Comidor Solution



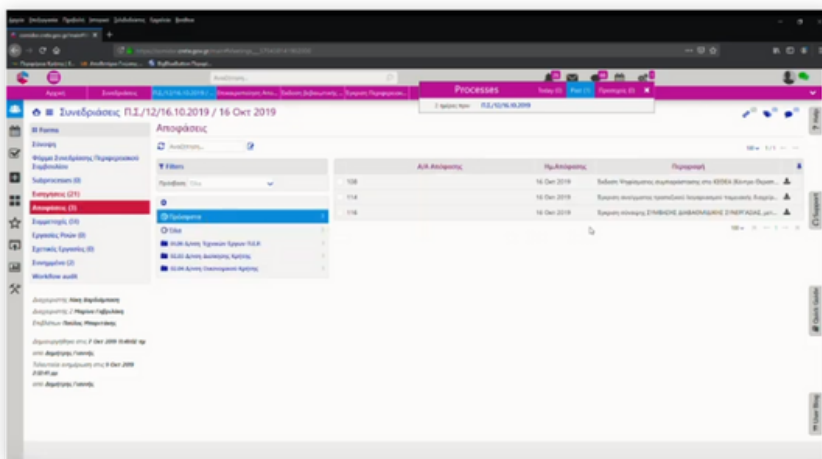
1. Invitation to Meetings

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.

Results/Insights

saving more than

2,000,000

pages of paper/year

40

meetings are created
digitally in Comidor/year

3,000

proposals are uploaded in
Comidor/year

Achievements

- The Region of Crete has 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

— Outstanding Achievements: Paperless & Transparent Meetings

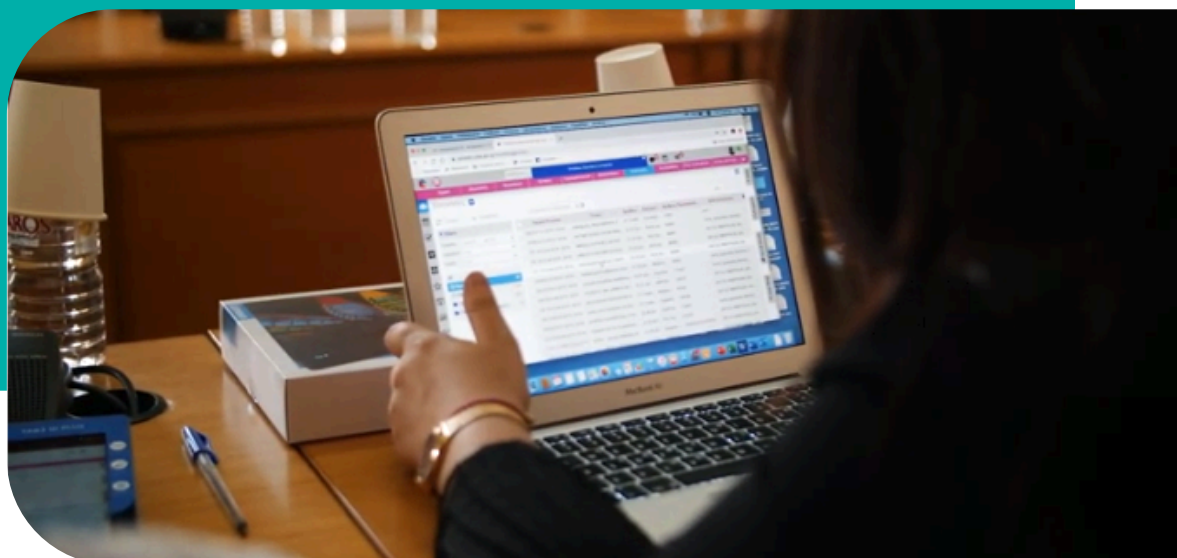
One of the most significant achievements is the **automated document and report creation**, that accelerates the decision-making process, and reduces paper waste, time, and costs. The platform **operates in the cloud**, making it easily accessible from everywhere, to everyone at any time.

- ✓ 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

Comidor provides the right information to the right people at the right time.

Trust us and we will enable you to:

- ✓ Achieve better **customer satisfaction** by reducing the issue completion time
- ✓ Make your processes **fast, efficient and transparent**
- ✓ Improve and accelerate the **decision-making process**
- ✓ Eliminate **paper waste** and provide a more friendly approach to critical environmental issues



ABOUT COMIDOR

Comidor is an innovative business automation solution provider with a global footprint, operating in 17 countries through a strong network of business partners and solution providers. With a growing user base of over 100,000 daily users and more than 500 clients—including leading enterprises in pharmaceuticals, telecommunications, industrial automation, and professional services—Comidor is trusted for its scalable and future-ready solutions.

Comidor offers an all-in-one Intelligent Transformation Solution, delivered as-a-Service, designed to help fast-growing businesses orchestrate, automate, and autonomize their operations. The platform brings together a digital workplace, customizable business applications, intelligent workflows, and a robust no-code/low-code application development environment. It enables end-to-end process orchestration and automation through BPM, workflow automation, and RPA, while leveraging AI and ML for real-time, data-driven intelligence. Beyond technology, Comidor integrates implementation methodology, and expert services to ensure organizations not only adopt innovation but achieve measurable, value-based outcomes.

Comidor's proprietary cloud-based technology is multi-layered and secure, certified under ISO 9001, ISO 27001, SOC-2, and GDPR. Whether you're looking to improve operational efficiency, boost agility, or scale innovation, Comidor empowers you to do more with less complexity.

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