

UNISYS

Clearing the Debris for Collaboration at Tratolix

Created a Single Platform for Improved Business and
Employee Interaction

Case Study



Challenge

TRATOLIXO needed to leverage communication network between employees, partners and customers, thus ensuring a common source of business and internal information.

Solution

Unisys provided quicker, more efficient methods of communication and interaction for Tratolixo. Unisys solution allowed the creation, modification and integration of enterprise applications in a simple and agile manner, meeting the needs of business and its employees.

Results

- **Productivity:** The results are a clear dematerialization and streamlining administrative processes, focusing employees on their productive activities
- **Agility:** On the other hand, in addition to increased levels of internal collaboration on various projects, there is an increase in access to information internal to the organization, since the mechanisms of access to it became more agile and powerful
- **Service:** As a demonstration of customer satisfaction on the results obtained, the organization is in a process of identifying and implementing other administrative activities in the new process framework and the identification and implementation of productive activities, leveraging the capabilities of the new platform and improving current processes such as production control, inputs and outputs of waste and monitoring of quality and safety parameters

Business Challenge

Tratolixo is a public municipal company dedicated to the management and operation of the solid waste management system, including treatment, disposal, recovery and recycling of solid waste, selling the processed materials, as well as providing other related services, taking into account the principles of sustainability and compliance with legislation and national and international recommendations in place for the waste management sector.

Like other institutions, Tratolixo is currently facing fast changes, with enormous challenges not only from the slowdown of global and national economy – with direct impact on municipalities to which it provides those services – but also from a set of specific business factors such as the need to get closer to the citizen, increased pressure to improve global integration of business areas, better risk management, new regulatory practices, among others.

In this business environment, Tratolixo identified the opportunity to deepen the internal reorganization processes – implement measures that foster both operational efficiency (focus on cost reduction and quality of service), and strengthen brand marketing (focus on increasing revenue through business growth).

Tratolixo wanted to implement a single application platform that allowed creation, modification and integration of enterprise applications in a simple, agile and fast manner thus ensuring the constant satisfaction of the needs of business and its employees.

One of the main objectives of Tratolixo was the production of an Internet Portal, an important pillar for facilitating interaction between a company and society. As a company tuned to municipalities and its residents, this pillar was fundamental to establishing a good image and closer relationship with society.

Thus, one of the main challenges in implementing the portal was that it had to be appealing, enjoyable, and informative while functioning as a channel to spread corporate and educational information. Another challenge was to create private areas for residents and partners, providing them with a mechanism to enhance their interaction with Tratolixo on a critical/interventionist or business standpoint.



Internally, the major challenge was to build an application infrastructure that leveraged the performance of individual employees, namely on availability of tools and processes that made the non-productive and/or administrative tasks less bureaucratic. It was also crucial to enable the various departments maximize capabilities for collaboration, internal organization and work methodology.

Another important challenge was reducing the use of paper in the organization's internal circuits and creating electronic mechanisms for internal communication.

Solution: Paving the Way for Better Communication and Collaboration

Unisys implemented a solution based on Microsoft Office SharePoint Server 2007, with two farms, one for the Internet portal and one for the Intranet Portal, both designed to address the expected defined charges.

The Internet portal's corporate area is available to the general public and allows Tratolixo to convey information about its mission and form a closer relationship with the community. In addition to corporate information, other areas have been created to provide information on the organization's activities in various locations, production values, business and special projects. An entire section is dedicated to the civic education of residents with recreational and informational material.

As a mechanism of direct communication, Tratolixo created an area that displays information on news, advertisements, newsletters and other content.

Users may have access to a reserved area (via authentication) with a set of unique features. They first submit a registration request, which is subject to internal approval.

Tratolixo has created a mechanism on the site that allows residents to assess the air quality around the various facilities, called "Ecosensors". As for Partners, they have an area that provides access to a form for one of the most important business processes: the application for a waste discharge.

On the Intranet portal, a purely departmental structure was implemented, where each department, board or bureau, has its own website, in terms of content, public and private views.

Profile: Tratolixo

- Headquartered in Ecopark Trajouce
- Wholly owned by AMTRES - Association of Municipalities of Cascais, Mafra, Sintra and Oeiras
- Employs 202 staff members
- Committed to operating excellence in waste management and treatment

Solution at a Glance

- Consulting Services for the infrastructure supporting both the Internet and Intranet Portals
- SharePoint solution design
- Microsoft Office SharePoint Server 2007

"The supreme benefit lied in creating a fast, easy to use and cost effective multimedia network of communication, which can enhance corporate participation, serve as an integrating tool and help in dissemination of knowledge and information speedily."

João Pereira
IT Director
Tratolixo

The public view allows a given department, board or office to advertise internally any content it deems relevant to the operation of the company. The private view allows the flow of information to be restricted to the ecosystem of the department, board or bureau.

In order to enhance collaboration in the portal, "Work Area" and "Project Area" are two features that allow information sharing between the various employees at Tratolixo – documents, tasks, content and other artifacts can be shared in an organized and private manner, since access to each area is set at its creation.

In addition to the corporate sites a set of knowledge bases were created, ranging from simple supplier management to product data sheets, or for more complex areas such as legislation. An area for internal processes was also set up. Right from human resource processes such as "communicating service absence", "changes in planned vacation", "access employees' personal file," to more business processes like "requests for waste discharge" or "requests for work permit" are housed within this area.

With regard to business processes a set of mechanisms were implemented in the area of Quality, Environment and Safety, such as "complaint forms", "improvement proposal or preventive action forms" and "non-conformity, accident or incident forms".

There was also a significant intervention in administrative proceedings, with the implementation of mechanisms to support Board of Directors' meetings, dematerialization of paper in the process of receiving and dispatching mail as well as room and resource reservation.

From the standpoint of usability, Unisys implemented three viewing options for the employees of Tratolixo: "My page", "Corporate" and "Departmental". The structural component of the portal is available in the "Department", which allows the employee private/public views of departments, directorates or offices. The "Corporate" component is managed by the Office of Communication and Image, establishing a mechanism for communication between the company and the employee. Finally, "My page" provides a personal view of work and project areas in which the employee is involved, as well as the tasks assigned to him within the framework of internal processes. In sum, this tool allows the employee to a more effective management of the workflow.

Results: Connecting has Never Been Easier!

With Unisys' solution Tratolixo has been able to build a closer relationship with citizens and partners. This has given the organization the ability to:

- Better display information to society, allowing a greater understanding of its business
- Increase capacity for collaboration within the organization, both intra-departmental and within internal organization of the departments
- Dematerialize the use of paper in more bureaucratic and unproductive processes
- Increase employee productivity and administrative process facilitation thereby allowing for greater focus on production processes
- Enhance mechanisms for facilitating easy access and management of information

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