



The city of Paris chooses Elise to improve its mail management

With more than **135,000 circulating mails** across the city services in 2016, the management of information flows is a key stake for the French capital.

The city of Paris wanted to implement a **management solution** common to all its sites (city halls, ministries,..) to better manage information flows and thereby provide a better and faster answer to its citizens.

Elise, a solution developed by NeoLedge, has been selected as the new mail management tool for the city.



THE CONTEXT

Due to its size, the city of Paris faces complex structural organization and circulation of information. The sites already equipped with a mail management solution were not using the same tool so usage, processes and practices were very **disconnected**.

Because of the high volume of information flows (paper or electronic), and the need for administrations to **improve their answers to users**, the city of Paris has been required to adopt a unified tool for all its services to better handle circulating information and reduce response times.



THE CHOICE OF ELISE

Elise has been selected because it answers the most functional needs of the city of Paris. It meets two key requirements - **digitization** and **traceability** - critical to helping the city improve response times to its citizens.

«Elise is a highly configurable tool which adapts to very complex situations,» explains the Project Manager of the city of Paris.

One of Elise's main strength lies in its ability to implement automation through configurable **workflows**. This enables the city to automatically manage a wide range of incoming documents types with **full traceability** of any mail across all city sites.





THE ROI OF ELISE

With Elise, city agents can more efficiently **process circulating mails** across all city structures.

Using an electronic solution enables agents to digitally archive paper-based documents, **saving time and energy** when transmitting content between the different entities or looking for a specific document. Mails are better managed along their lifecycle, from the moment they are digitized to their storage.



Relationships between the city and users are improved thanks to live monitoring of each incoming mail process. **Processing times** for answering requests have been shortened with automation and workflows established by document type.

Finally, the implementation of Elise into different offices of Paris was a great opportunity for each service to challenge its way of dealing with mail and to **structure its management processes**. Agents had to rethink their way of managing mail and information flows to optimize mail diffusion.



NEXT STEPS OF THE PROJECT

Elise is currently deployed across **27 administrations and city halls** with a long-term goal to implement it in all 40 city sites.

Since Elise has been implemented in 2011, the city of Paris has integrated more than **720,000 mails** in the solution base and the number of sites equipped has increased from 5 to 27.

The second development phase will be focused on **dashboards and statistics tools**.



Elise from NeoLedge is an integrated software which incorporates Electronic Content Management (ECM), Workflow and Case Management technologies to solve the most complex information management challenges.

Developed to simplify internal processes and improve management of information, it helps any organization to regain control of incoming and outgoing flows.

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