Company Profile
The Ministry of Tourism, Environment and Culture MTEC is the leading ministry in Lesotho that ensures a well-managed environment and preserved cultural heritage, making the country a quality eco-tourism destination for the betterment of the livelihood of Basotho. Its mission is to promote environmentally and culturally sustainable development, making Lesotho the number one tourism destination in the region through provision of high quality service and creation of enabling environment for the private sector driven and community based tourism development.

Business Situation
The MTEC receives many important documents from different departments and Government Ministries besides the records it generates internally in its day to day operations. These records have to be processed in order for them to be retrieved.

Over the years the MTEC has been using the traditional manual system of processing records. The records have been in printed and microfilm format. With the increase in the document load and the acute problem of space in the offices and in the Archives, coupled with the fact that microfilming technology is now becoming obsolete, there is an urgent need for an efficient document management system to manage the records throughout their lifecycle from acquisition/creation to final disposition.

Techno Brain offered to provide data Capture, document Scanning and Digitization Services of record while ensuring confidentiality and integrity, saving on physical file storage space, and ease of document storage and retrieval.

Customer
The Ministry of Tourism, Environment and Culture MTEC aims to make Lesotho a quality eco-tourism destination for the betterment of the livelihood of the people of Lesotho.

Industry
Public (Tourism)

Business Situation
Starting from creating records to storing, searching and retrieval, everything was done manually at MTEC which resulted in delayed service delivery as records search & retrieval was time consuming, errors in details entry, duplication of records along with files misplacement.

Solution
MTEC had physical records converted into electronic mode, by capturing data, document Scanning and Digitization Services of 1 million sheets of paper that were indexed into a portal with supporting metadata.

Benefits
- Tracking of record, conversion of manual to electronic mode
- To decrease the space constrain of records management
- Being environment friendly, sustainability of all records
- Improve quality of service TOR end user
- Reduce budgetary constraints on procurements
Solution

Techno Brain BPO/ITES was approached by MTEC to address their problem. Techno Brain proposed Scanning and Digitization of MTEC’s records and storing them in document management system, centralized location enabling easy access of files. The purpose was to convert the physical records into electronic mode, which was to capture data, document scanning and Digitization Services of 1 million sheets of A4 papers which were in files of about 4 to 8 sheets of paper. Each file shall be indexed into the system with supporting metadata.

Benefits

Scanning and Digitization of paper records in to electronic mode has been a huge success for MTEC where they could experience a notable change in its day to day activities.

Key benefits of Medical Records Scanning & Digitization:

- The new system led to a fast and speedy search and retrieval of records
- It helped in reduction of manual intervention during records retrieval process thereby mitigating risks such as records getting damaged, mixed up and duplication
- The issue of space constraint in terms of storing the physical files was also resolved as everything is now stored digitally
- Security enhanced with biometric access allowing authorized personnel to the records