

AWARD
Electronic Document Management
WORKFLOW OF THE YEAR
PETROBRAS



Thanks to a system that involves EDM and Workflow, 250,000 users – ranging from employees to retirees and their families from all the companies of the Petrobras Conglomerate – who are eligible to a health care system known as AMS may have their medical expenses reimbursed. The reimbursement system also uses Web Content Management technology, with the integration of the company's payment systems, digitalization and storage of documents, and Workflow featuring managerial as well as production functions. Though Petrobras is a company that has used EDM and Workflow for a long time, it did not have an integrated process for reimbursing medical expenses, a situation that increased operational expenses and led to reimbursement delays. The EDM/Workflow application integrates and expedites replies and payments to members. In order to ensure better use of these technologies, work processes have been formalized and standardized, involving over 50 service units at the four headquarters that deal with the analysis, calculations, and decisions regarding the granting of reimbursements. All Workflow and perusal operations are undertaken on the Internet. There are 252 direct users from the AMS team as well as all 50 digitalization stations, which store images in a storage unit linked to an application server. Beneficiaries may peruse the payment process through the Petrobras portal.

The supplier of this solution was LAB245

www.lab245.com

Reference: www.cenadem.com.br