



## success case

### Website

[www.mg.senac.br](http://www.mg.senac.br)

### Segment

Professional Education

### Certifications



### Component

SE Document

“ The documentation of an institution that has existed for over 60 years represents a property of high strategic value. Accordingly, with aims of preserving this property and modernizing, optimizing and streamlining its business management, SENAC Minas decided to acquire and install SoftExpert ECM. This acquisition, in addition to bringing major benefits for document management and reducing costs related to document emission, revision and distribution, thereby facilitating the installation and maintenance of the SENAC Minas Management System, has over the years confirmed that we made the best choice when contracting SoftExpert as our supplier. Client-focused, the company has constantly sought to understand our needs in order to improve its products.

Giane Rita de Souza Ferreira  
Educational Superintendent - SENAC Minas



## SENAC Minas invests in GED to optimize time and reduce costs



SENAC Minas is a private educational entity focused on professional training in the area of commerce, services and tourism. Since its foundation in 1946, the institution has helped the state overcome its social and economic problems through professional education.

Approximately 6 million students have already been qualified by SENAC Minas at over 30 units distributed throughout the state. Its portfolio of courses, both on-site and distance, include professional training, technical classes and undergraduate and graduate classes in different areas. These include: Arts, Commerce, Communication, Conservation and Janitorial, Management, IT, Personal Image, Leisure and Social Development, Environment, Health, Educational Technology, Tourism and Hospitality.

SENAC Minas also offers the so-called trailer schools – SenacMóvel – which take courses directly to countless communities in the state. Another differential are the school companies (hotel, restaurant and beauty salons), traditionally distinguished as environments that combine theory and practice to prepare professionals.

Operating in compliance with applicable quality standards, SENAC Minas received the NBR ISO 9001 International Norm Certification in July 2000, and is accredited by Brazil's National Institute of Metrology, Standardization and Industrial Quality (INMETRO). It has repeated this achievement over the years, with re-certifications granted in 2003 and 2006, proving the entity's continuous improvement and reaffirming its credibility in the market.

## THE CHALLENGE

Like any teaching institution, the Minas Gerais branch of Brazil's National Commercial Training Service (SENAC Minas) had to deal with a vast number of documents each day. Perceiving the need to automate its processes, the institution sought the market for a tool that could not only eliminate the high circulation of papers, but also better structure and organize its documents, which totaled 4,700 sets of controlled documents (equivalent to 50,000 photocopies).

The institution also felt the need to improve the process of documentation revision, which occurred twice per year during a pre-defined month. This was due to its need to gather the unit representatives to write and revise procedures, due to the number of units and their geographic distribution.

## THE SOLUTION

After analyzing the different solutions available on the market, SENAC Minas learned of the benefits offered by SoftExpert Excellence Suite (SE Suite). The institution decided to invest in a tool for Electronic Document Management (EDM) and opted for SE Document due to the security and control offered by the system for documentation management, the efficiency and reliability of the information, in addition to the possibility of keeping the content available for everyone at the institution, based on the defined access rules.

Through the component, users can create and guarantee the security of the document repository, and are able to search and track the desired information more quickly, thereby boosting efficiency and reducing the time spent searching.

With SE Document, the institution is also able to automate the creation and revision of the documents during all related phases (editing, consensus, approval and homologation), including the direct integration with their applications of origin, such as text editors, spreadsheets and CAD tools, among others. Furthermore, all actions undertaken throughout the entire lifecycle are 100% monitored.

## MAIN BENEFITS

- Boosts document management productivity.
- Standardizes and organizes documents according to predefined rules.
- Documents can be easily located, retrieved and controlled.
- Documents can be accessed by any department.
- Helps ensure compliance with standards and regulations.
- Improves efficiency and precision by providing centralized access to information.
- Automates document's revision and approval, boosting team efficiency.
- Modifications can be easily tracked, and it keeps a history with all the changes made.
- Assures that only the last version is used, avoiding obsolete documents from being used.
- Optimized business performance.
- Major reduction of document printouts and paper circulation needs.
- Users can maintain a historical of all document versions/updates.



As a user of the system, I have only good things to say. It is a secure, practical, reliable, dynamic and user-friendly tool. With SE Suite, we were able to standardize our processes to reduce costs and optimize our precious time.

Vilma Aparecida Bernardes de Barros – Department Supervisor  
Belo Horizonte Unit



## THE RESULTS

A SoftExpert client since 2002, SENAC Minas found in the SoftExpert Excellence Suite a "secure, practical, reliable, dynamic and user-friendly tool," said Vilma Aparecida Bernardes de Barros, the Belo Horizonte Unit Department Supervisor.

Currently, the institution has 897 documents registered in the tool, all of which are easily tracked. According to Barros, this means reduced costs and optimized time. Furthermore, "with the use of the document management system, we improved the reliability of the Management System, while also facilitating the organization, access to and location of the information," said Elder Ribeiro Benetório, IT Technician at the Varginha Unit. The technician also cited the reduction in the costs with document printouts as one of the main gains achieved with SE Suite.

Used by everyone at the institution, corresponding to 1,096 users, the tool gives SENAC Minas the assurance that the information available is the most updated possible, preventing the circulation of obsolete documents. "The way of controlling the documents prevents their obsolescence, making the information more secure and updated," said Tatiana Mara Ferrugini da Cruz, Accounting and Financial Analyst for the Controllership and Finances sector of the administrative head office.

The analyst also celebrated the gains from the organization of the document archive. "I see SE Suite as a source for the orientation, optimization and standardization of processes at the organization," she said. According to Cruz, the scanned files distributed in the system based on topic and process classification facilitate user searches. The analyst also pointed out that SE Suite significantly reduced the need for paper printouts, thereby improving the organization of the work.

The tool allowed SENAC Minas to streamline information at the same time for all users, considering that SE Suite is used by all areas to search for or view documents. Another achievement refers to the revision process, which through the use of the product is automated during all phases (edition, consensus, approval and homologation). "With this document manager, the user has access to the same information, where he or she can also request any change, logically, after the report and authorization of those responsible for the document," said Barros .



With the use of SE Suite, we improved the Management System reliability, in addition to facilitating the organization, access to and location of information while reducing costs with document printouts, generating environmental benefits, among others.

Elder Ribeiro Benetório – IT Technician  
Varginha Unit



## ABOUT SOFTEXPERT

SoftExpert is the leading global provider of software solutions for compliance and business excellence. The company is present in over 25 countries on the five continents, and has a portfolio of more than 1,700 customers. The SoftExpert Excellence Suite (SE Suite) offers a set of multilingual modules that are natively integrated and fully Web-based to automate the processes required to improve and optimize the different business areas at organizations, boosting quality of management, cutting operating costs and facilitating compliance with the main market standards and regulations. SE Suite also complements and optimizes Enterprise Resource Planning systems. The suite is integrated with the main ERP systems on the market through already available connectors, or through customized connectors developed based on the client's specific needs.