

## Free Zone System Case Study

**Client:** Jordan Free and Development Zones Group (المجموعة الأردنية للمناطق الحرة والمناطق التنموية)

**Project Start Date:** December 18, 2016

**Project End Date:** October 4, 2018

**Project Size and Scope:**

- Branches: 39
- Users: 150+
- Number of Services: 40



**Product Overview:** Delta Informatics' Free Zone System is designed to streamline and optimize the management of free zones and development areas. The system includes functionalities for financial management, investor management, contract management, property management, HR and payroll, inventory management, and integration with external stakeholders.

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### The Challenges:

- **Complex Operational Needs:** Managing free zones and development areas involves a range of complex operations, including financial management, investor relations, property management, and logistics. JFDZ needed a solution that could centralize and automate these diverse functions to improve efficiency and accuracy.
- **Integration with Multiple Entities:** There was a critical need to integrate the Free Zone System with various internal systems and external stakeholders, such as the Civil Status and Passport Department (الاحوال المدنية) and the Customs Department. This integration was essential for facilitating seamless operations, data exchange, and compliance with regulatory requirements.
- **Scalability and User Management:** As a key economic investment arm of the Jordanian government, JFDZ's operations span 39 branches, involving over 150 users. The organization required a scalable system that could handle the growing number of branches and users while ensuring consistent service delivery and management across all locations.
- **Regulatory Compliance and Reporting:** The organization needed to comply with various regulatory requirements and provide accurate, timely reporting to stakeholders. This necessitated a robust system capable of generating detailed reports and ensuring transparency in operations.
- **Technological Modernization:** JFDZ faced challenges related to outdated systems and processes. There was a pressing need to modernize the IT infrastructure to support advanced functionalities such as real-time data processing, automated notifications, and comprehensive analytics.

## Why Delta:

- **Comprehensive and Robust Solution:** Delta Informatics offered a Free Zone System that could handle the full range of JFDZ's needs, from financial and investor management to contract and property management.
- **Proven Expertise:** Delta's extensive experience in developing industry-focused software applications ensured a deep understanding of the unique challenges faced by JFDZ.
- **Seamless Integration:** Delta's system provided necessary integrations with internal systems and external stakeholders, enhancing operational efficiency and coordination.
- **Scalable and Flexible Solutions:** The system's scalability allowed JFDZ to manage its growing number of branches and users effectively, while its flexibility ensured adaptation to evolving business needs.

## Implementation Approach

### Phase 1: Assessment and Planning

- Conducted thorough requirements gathering and documented existing business processes to identify areas for improvement.

### Phase 2: Design and Development

- Developed comprehensive design documents, including system requirements specifications, system architecture, and integration details.
- Utilized Oracle Tools for back-end and front-end system development.

### Phase 3: Business Process Re-Engineering

- Re-engineered business processes and provided a To-Be business process document outlining optimized workflows.
- Implemented redesigned processes to enhance efficiency and effectiveness.

### Phase 4: Integration and Customization

- Implemented integrations with internal systems and external stakeholders, including the Civil Status and Passport Department (الأحوال المدنية) and the Customs Department.
- Configured system parameters and customized modules to meet specific business needs, including financial management, investor management, and contract management.

### Phase 5: Quality Assurance and Testing

- Conducted rigorous testing and validation to ensure system functionality and performance.
- Provided quality assurance and quality control throughout the project period to meet the highest standards.

### Phase 6: Training and Deployment

- Provided comprehensive user training, supervised system deployment, and enabled notifications for timely updates and communication.

### Phase 7: Post-Implementation Support

- Offered ongoing support and maintenance for all system components, ensuring optimal performance and continuous improvement.

**Results:**

- **Streamlined Operations:** Automated and optimized management of free zones and development areas, leading to significant improvements in operational efficiency.
- **Enhanced Integration and Coordination:** Seamless integration with internal systems and external stakeholders facilitated better coordination and information flow.
- **Improved Scalability:** The scalable solution enabled JFDZ to manage its expanding operations effectively and support future growth.
- **Increased Efficiency:** Comprehensive functionalities reduced manual processes, leading to time and cost savings.
- **Better Decision-Making:** Enhanced reporting and decision support capabilities provided valuable insights for strategic planning and operational management.

**Client Testimonials:** Officials from the Jordan Free and Development Zones Group reported remarkable improvements in their operations after implementing Delta's Free Zone System. One senior official noted, "Delta's system has transformed our management processes, making them more efficient and reducing our operational costs significantly."

**Conclusion:** Delta Informatics' Free Zone System offers a robust and comprehensive solution for managing free zones and development areas. By integrating various functionalities and streamlining processes, the system enhances operational efficiency, scalability, and decision-making, positioning JFDZ for sustained growth and success.