Industrial Estate Management System Case Study

Client: Jordan Industrial Estates Company (JIEC)

Project Start Date: January 19, 2016

Project End Date: May 11, 2017

Project Size and Scope:
- Branches: 15
- Users: 320+
- Number of Services: 130

Product Overview: Delta Informatics' Industrial Estate Management System is designed to streamline and optimize the management of industrial estates. The system covers a wide range of functionalities, including financial management, investor management, contract management, property management, HR and payroll, website portal, decision support, interactive maps, fleet management, project management, procurement, warehouse management, and employee provident fund and loan management.

The Challenge: Jordan Industrial Estates Company (JIEC) faced several challenges in managing its extensive operations across multiple governorates in Jordan. These challenges included:
- **Inefficient Processes:** JIEC's reliance on manual systems and disparate solutions led to inefficiencies in managing industrial estates. The need to coordinate various services and infrastructure across multiple locations further compounded these inefficiencies.
- **Lack of Integration:** JIEC had difficulty integrating various internal systems and external stakeholders, such as the Ministry of Labor and the Investment Commission. This lack of integration hampered the seamless flow of information and coordination required for efficient operations.
- **Complex Business Processes:** Managing diverse services, infrastructure, and support services required a comprehensive and integrated system. JIEC needed a solution that could handle everything from basic services like water and electricity to support services such as banking, custom centers, health, and security.
- **Operational Scalability:** As a key player in promoting industrial investments, JIEC needed a scalable solution to manage its expanding operations and service offerings. The company was responsible for establishing, developing, and managing industrial estates in a manner that involved all governorates of Jordan.
- **Strategic Development:** JIEC aimed to promote Jordan as a suitable and distinguished environment for investment. To achieve this, they needed to create a suitable industrial and business environment, strengthen the elements of investment attraction, and maximize the advantages of bilateral and multilateral agreements.

Why Delta: Delta Informatics was chosen to implement the Industrial Estate Management System for JIEC due to its robust and comprehensive solution that addresses these challenges:

- **Comprehensive Functionality:** The system provides end-to-end management of industrial estates, covering financial management, investor management, contract management, property management, HR and payroll, fleet management, and project management. This comprehensive functionality was crucial for managing JIEC's diverse operations.

- **Seamless Integration:** Delta's solution offers seamless integration with internal systems and external stakeholders, enhancing operational efficiency and coordination. This integration was essential for JIEC to streamline its processes and ensure effective communication between various departments and external entities.

- **Scalable and Flexible:** The system is scalable to accommodate JIEC's expanding operations and flexible to adapt to evolving business needs. This scalability was necessary for JIEC to manage its growing number of branches and users.

- **Proven Expertise:** Delta Informatics' extensive experience and expertise in developing industry-focused software applications ensured a successful implementation. Delta's history of working with governmental institutions and large-scale projects made them a reliable partner for JIEC.

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 and utilized Oracle Tools for back-end and front-end system development.

Phase 3: Business Process Re-Engineering
- Re-engineered business processes and implemented optimized workflows to enhance efficiency and effectiveness.

Phase 4: Integration and Customization
- Implemented integrations with internal systems and external stakeholders, and customized modules to meet specific business needs.

Phase 5: Quality Assurance and Testing
- Conducted rigorous testing and provided ongoing quality assurance to ensure high standards of performance.

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 industrial estates, leading to significant improvements in operational efficiency. The system enabled JIEC to manage diverse services and infrastructure more effectively.

- **Enhanced Integration:** Seamless integration with internal systems and external stakeholders improved coordination and information flow. This integration facilitated better collaboration and reduced administrative overhead.

- **Improved Scalability:** The scalable solution enabled JIEC to manage its expanding operations effectively and support future growth. The system's flexibility allowed JIEC to adapt to changing business requirements and scale operations as needed.

- **Increased Efficiency:** Comprehensive functionalities reduced manual processes, leading to time and cost savings. Automation of routine tasks allowed staff to focus on strategic activities, improving overall productivity.

- **Better Decision-Making:** Enhanced reporting and decision support capabilities provided valuable insights for strategic planning and operational management. The system's analytical tools enabled JIEC to make informed decisions based on real-time data.

- **Enhanced Investor Experience:** The investor portal improved accessibility and service delivery, enhancing the experience for investors. This improvement contributed to JIEC's goal of promoting Jordan as an attractive investment destination.

Client Testimonials:

JIEC reported remarkable improvements in their operations after implementing Delta's Industrial Estate Management System. One senior official noted, "Delta's system has transformed our management processes, making them more efficient and enabling us to better serve our investors and stakeholders. The integration and automation have significantly reduced our administrative workload and improved our overall operational efficiency."

Conclusion: Delta Informatics' Industrial Estate Management System offers a robust and comprehensive solution for managing industrial estates. By integrating various functionalities and streamlining processes, the system enhances operational efficiency, scalability, and decision-making. This positions JIEC for sustained growth and success, enabling them to better serve their investors and contribute to Jordan's economic development.