OPTIMISING THE LEGAL SEARCHES PROCESS AT IDENTITÀ

Canon

IDENTITÀ – AVANTECH CASE STUDY

Read about how Legal Searches at Identità went from a laborious and tedious paper-based process into a streamlined, secure and enhanced digital process using Scan2x™, Therefore™ and Namirial™.

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INDUSTRY: GOVERNMENT DEPARTMENT

Identità is a Maltese Government Agency which handles Malta's identity management solutions, to issue Maltese national identity documents including e-ID cards, e-Passports, visas, residence permits and e-residence documents, alongside other services that fall under the Public Registry (recording and issuing of certificates of acts of civil status, including birth, marriage, and death) and the Searches Unit.

Identità has engaged Avantech to provide the Searches Unit with the development and relative maintenance and support of the Legal Searches system, the latter serving as a comprehensive database containing enrolment records, encompassing public contracts and wills which allows the processing of search orders related to both individuals and entities.

As part of its digitisation strategy, Identità has throughout the recent years been committed to completely digitising the process of the Searches unit, from order submission to eventual receipt by its clients. The project is still ongoing, however, with the milestones reached to date, several advancements have been made with positive outcomes being recorded by both internal staff and external clients.

OBJECTIVES AND CHALLENGES

Taking on such an ambitious digitisation project was a first for a Maltese government agency. TOne of the primary objectives was to streamline and accelerate the process whereby Notaries order Legal Searches to streamline and accelerate the process. The back-office function was also digitised with the introduction of digital signatures in adherence to Regulation 910/2014 on electronic identification and trust services for electronic transactions in the internal market.

The Legal Searches system is extensively used both internally by the Searches Unit and by Identità clients, comprising of:

72 internal users.

1,093 registered Notaries (external users).

An average of **18,700** Legal Searches which are issued per month, resulting in an average of **133,700** documents (not pages) being printed and signed.

Prior to digitisation, Notaries had to provide the issued orders to Banks and other relevant parties physically, to perform necessary vetting, often resulting in multiple copies made.

The most significant challenge was the entirely paper-based process, which required the printing, vetting, and manual signing of thousands of documents. This approach was not only labour intensive but also incredibly tedious and time-consuming.

Furthermore, each document order had to be physically retrieved by Notaries, adding further inefficiencies and logistical challenges. The overall experience was suboptimal, fraught with delays and prone to human error, highlighting the urgent need for a more streamlined and automated solution.

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AVANTECH'S SOLUTIONS

In order to enhance the current process, Avantech embarked on a comprehensive transformation of the existing Legal Searches system, modernising and rebuilding it to fully digitise the process.

The new system is made up of two separate interfaces. The first interface is designed for use by Notaries and the general public, enabling them to easily order Legal Searches by selecting what they need and making payments online through a payment gateway. The second interface functions as a back-office portal, where the Legal Searches unit within Identità processes, prepares and digitally signs these orders as quickly and efficiently as possible.

The whole system harnesses the power of Therefore™ as the main data repository and makes use of its advanced searching capability to enhance data retrieval and management.

IDENTITÀ CURRENTLY STORES:

over
3.3 million notes

More than
260,000 receipts

Approximately
1.46 million invoices and front pages

WITHIN THEREFORE™ DOCUMENT MANAGEMENT SYSTEM

Scan2x™ was instrumental in the digitisation process by automating document scanning and digitising tens of thousands of notarial documents, significantly reducing the time staff members would have to spend on manual scanning tasks. These documents are then saved into Therefore™, ensuring they are always kept secure and readily accessible to relevant personnel.

The new system developed by Avantech offers several advanced features:

- **Cloud-Based:** Ensures accessibility from anywhere and provides scalable storage solutions.

- **Enhanced Interface:** Offers a user-friendly and intuitive design for better user experience.

- **Completely Paperless Workflow:** Eliminates the need for physical documents, streamlining processes and reducing clutter.

- **Digital Signatures and Seals:** Allows documents to be signed and sealed electronically, ensuring authenticity and security via Namirial™.

- **eIDAS Compliance:** Digital signatures are being applied on orders issued in a digital manner by the Legal Searches Unit personnel, meeting European standards for electronic identification and trust services.

Native Mobile Applications: Provides mobile access for on-the-go convenience and flexibility.

Online Payments: Facilitates seamless and secure transactions directly through the platform.

THE IMPACT OF THE SOLUTIONS ON PRODUCTIVITY

The paperless initiative which began in 2022, is set to conclude in the coming years, after successfully digitising thousands of notarial documents.

What advice would you give to other companies looking to implement these solutions to improve their productivity?

Be brave and take the leap. If the project is well managed, results are sure to follow.

Throughout project implementation, Scan2x™ , Namirial™ and Therefore™ allowed for an easy to-use interface, resulting in several significant benefits to Identità, including:

Reduced Costs

By adopting a paperless approach, substantial cost savings have been achieved.

Faster Lead Times

Orders are now processed and ready for notaries and other Clients within shorter time-frames.

Increased Security via Qualified Signatures

Orders issued in a digital format are being digitally signed and timestamped, resulting in non-repudiation and ensuring the integrity of the signed order.

Additionally, the reduction in printing has made the organisation more sustainable. With the completion of the project, the ultimate goal is to eliminate the physical printing of Legal Searches altogether, which will significantly lower the organisation's environmental impact, paving the way for a greener future and a completely paperless environment.

Avantech has also implemented electronic signatures at Identità provided by Namirial™, enhancing the signing process with qualified electronic signatures. This improvement reduces the time required for manual signing while ensuring that documents remain secure.

Moreover, Notaries would no longer need to physically pick up documents, streamlining their workflow and saving valuable time, allowing them to focus on more critical tasks.

Overall, the ongoing transition to a paperless system has modernised the organisation's operations, making them more productive, cost-effective and environmentally friendly.

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GOING FORWARD

After reaping the benefits from the implementation of Scan2x™, Namirial™ and Therefore™, Identità and Avantech will be looking at expanding the digitisation project and scope further in line with business requirements.This extension aims to digitise more areas within the department, leading to even greater efficiency and sustainability across all operations.

By continuing to expand its digital transformation, Identità is committed to enhancing productivity, reducing environmental impact, and maintaining its position at the forefront of digitisation.

IDENTITÀ IS PROUD TO BE AT THE CUTTING EDGE OF DIGITISATION. THE AGENCY'S COLLABORATION WITH AVANTECH TO GO PAPERLESS HAS REVOLUTIONISED THE LEGAL SEARCHES FUNCTION FOR MALTA'S NOTARIES AND THE GENERAL PUBLIC.

Identità

About Avantech

Avantech is a long-standing Canon Platinum Partner in Malta. The hardware division of the company works to bring the full range of Canon products to market, while the software division develops a range of applications for use in financial services businesses in banking, wealth & fund management, insurance and FOREX. Avantech is also the author of Scan2x, a document capture system that is revolutionising the way businesses digitise their daily documentation.

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