



Ministry of Labor  
and Social Development  
Kingdom of Saudi Arabia

# *MLSD is now On-Field*



Empowered by

**codelab**

“By Digitalizing the data authentication processes; the ministry had witnessed a great transformation taking the whole cycle to new standards; resulting in reaching all needy cases, updating their data base then instantly taking the right actions delivering aids as fast as never before”

**1**

**One Million**  
Beneficiaries  
being inspected

**1600**

**Inspector**  
Using Bravo

**16**

**Saving working  
hours every week**  
With smart scheduling  
and task distribution

## Vision

The Ministry of Labor and Social Development has promoted the development of local communities and has taken care of community committees, provincial councils, centers, and its consolidation with its main objectives including the formulation of general policies for social and labor affairs, Project planning and implementation, and finally guiding the social development in the Kingdom.

And to fulfill those goals, the ministry needed to rely on secured yet accurate data base that shall be listing needy cases after authenticating findings.

## Challenges

Following are some of the challenges that had been facing the government while trying to gather and authenticate data:

- **Data Inconsistency:**

The absence of measurable standards had led to inconsistency of the information provided from inspectors.

- **Ununiform process**

With the huge number of beneficiaries that is exceeding a million, it had been almost impossible to control the inspection processes managed by more than 117 offices all over the kingdom.

- **Data loss**

The forms used in municipal inspections can move around a lot: from the inspector to the data entry clerk, supervisor, and then manager's desk, or filing cabinet that used to cause lost of human errors as well as data loss.

- **Miss collaboration**

Miss coordination between inspectors, supervisors and Management with unsettled plan and unclear goals.

- **Lack of authentication and transparency**

With no proofes in hand, the process had been lacking transparency.

And hence there was a need to find the right software solution that is solid, reliable, cost efficient.



## Technologies and Software



## Solution

BRAVO was implemented and customized at the Ministry of Labor and Social Development; facilitating the social inspection processes throughout the Kingdom of Saudi Arabia ensuring legacy of social insurance beneficiaries through contracting.

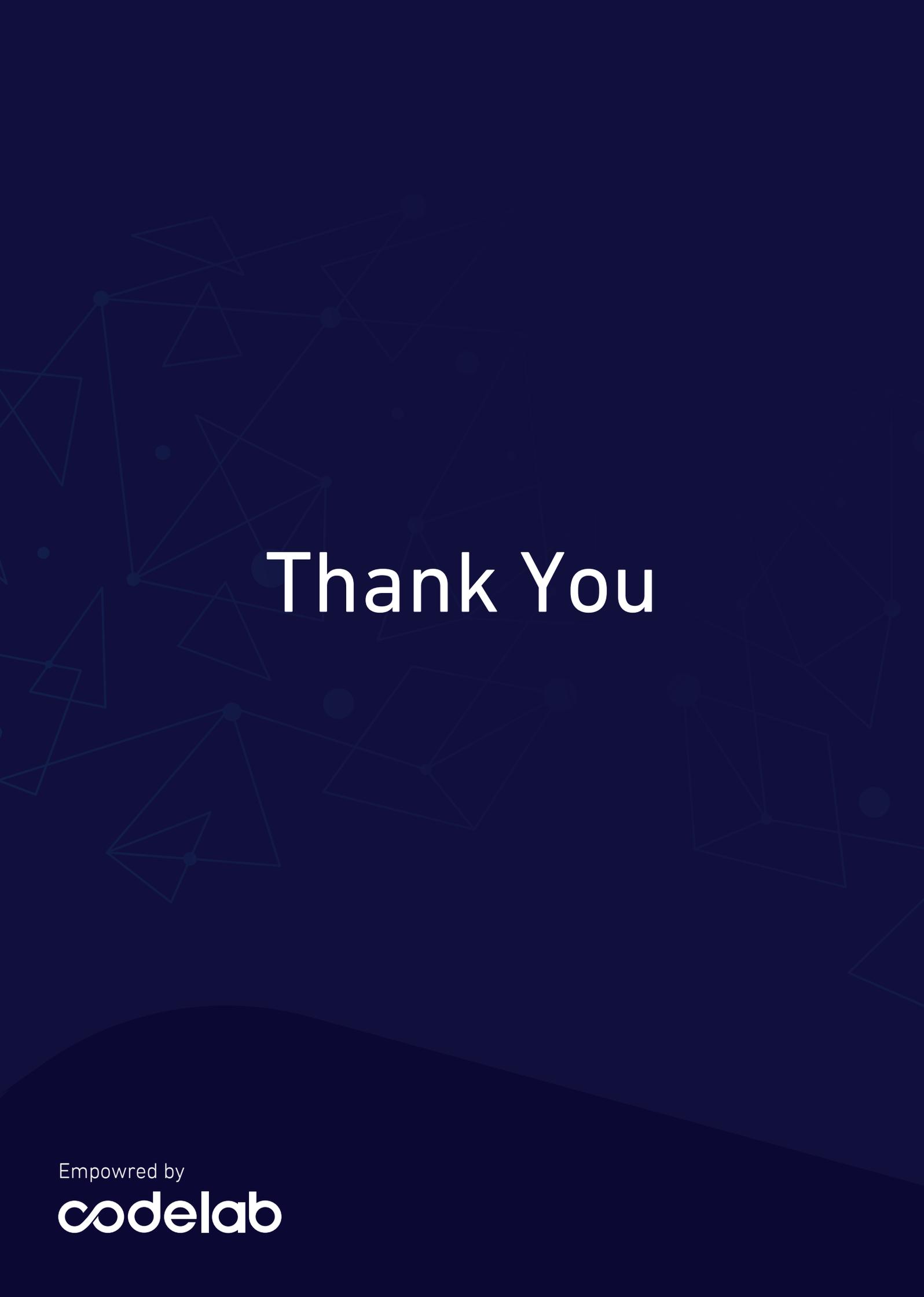
All the beneficiary information is synchronized from the Social Security legacy system and information are hence updated into the system.

## Bravo Provided

- A Clear Strategy and Goal Taker  
With BRAVO's strategic tools, the plan is now clearly settled and shared between team members to get aligned all towards a single goal.
  - Scheduling missions' orders and dispatching agents  
Through the Efficient BI tools that are structured for smart job scheduling; Inspectors became happier, Better organized, with adequate workloads.
  - Synchronization.
  - Agent location tracking and logs (make sure of location and last login ...)
  - Job Status updates
  - Route optimization and GPS navigation
  - Real time Reports and KPIs dashboard
- Integration with External system for data  
BRAVO allows inspection forms to be customized with drop-down menus so all similar problems are described the same way,  
116 office needed to be controlled from a centralized office.

BRAVO was implemented and customized at the Ministry of Labor and Social Development; facilitating the social inspection processes throughout the Kingdom of Saudi Arabia ensuring legacy of social insurance beneficiaries through contracting. All the beneficiary information is synchronized from the Social Security legacy system and information are hence updated into the system.





# Thank You

Empowered by

**codelab**