

CASE STUDY

Looking forward to innovation



Portuguese project scope

The Portuguese Institute for Planning, Strategy, Evaluation and International Relationships of the Ministry of Science, Technology and Higher Education (GPEARI) is in charge of ensuring the technical support to policy formulation and to strategic and operational planning.

For this project, the Institute has implemented the Community Innovation Survey 2008 (CIS2008); a survey held every two years in European companies to measure the level of innovation achieved.

Like in most other European countries, the Portuguese survey wasn't digitally registered. Their data collection technique involved a paper trail of data, leading to high costs of graphic production and postal distribution. Furthermore, the data collection was a slow process and the survey had a low response rate, resulting in unreliable results.

The challenge was to develop a system that could guarantee a data collection and management of higher quality, obtaining real-time information and data processing.

The solution

GPEARI chose Quid to develop a portal that could provide an effective, safe and swift data collection, while simultaneously ensuring the quality and reliability of information.

The portal developed by Quid incorporates:

- Real-time data collection and an online interface that supports all the information including the online survey/form for CIS 2008;
- Databases to store, protect, process and provide information;
- A Web interface for administrative and statistic management of answers derived from the survey, their validation and correction.

The portal developed by Quid brought several advantages, particularly regarding the efficiency in data processing.

“Quid worked side by side with us since the beginning of this project. The team has worked more as partner than as a mere supplier. They easily understood the complexity involved in this project, having an extraordinary ability in both developing creative solutions and the implementation of the project.”

Daniel Ferreira, Community Innovation Survey 2008 coordinator in Portugal

About Quid

Quid develops innovative information systems, focused on organisation-specific processes.

As a leader in automation software provided to entities working in Public Administration, Quid has a portfolio of over 100 business solutions that constantly evolves. Quid develops solutions in several areas such as: Public Administration, Strategic Management (Balanced Scorecard), Marketing and Sales (CRM), Logistics and Procurement, Accounting and Financial Management, Human Resources Management, Healthcare solutions (Hospitals, Clinics, Pharmacies and Laboratories) and Records Management. Quid is a pioneer in automatic generation of software and has development pools in Madrid, London, East-Timor, and joint ventures in Lithuania, São Tomé and Príncipe and Mozambique. The company also has a local partnership in Angola and Germany. By sharing Genio, our highly productive automatic software development platform developed in 1991, Quid is building a worldwide network of business partners.

Quid has received several accreditations such as:

- Microsoft Gold Certified Partner;
- Training certification by DGERT (General Employment and Labor Relations Office in Portugal);
- Member of COTEC Network (Foundation for Technological Innovation), representing an innovative SME, since 2006;
- Recognised by IAPMEI (Institute for SME support in Portugal) as a SME leader in 2007, and an SME Excellence in 2009;
- Obtained the quality certification for management systems according to ISO 9001:2008;
- Obtained the Environmental Management Systems certification according to ISO 14001:2004;
- Was distinguished by the British Embassy in Portugal with a "Successful Business Internationalization Award".



Solution Benefits

- Access to real-time information and faster execution of procedures;
- Improved information management: design and implementation of a portal that allows easier access to information, control and data monitoring, eliminating duplicate information;
- Increased control of the platform and documentation processes by means of training programs and the involvement of users, during and after the implementation of the new system;
- Data from respondents will not be registered, unless they answer all required fields, thus only completed surveys are included in final result;
- The possibility to generate statistics that provide temporary results for the survey at any time, providing access to the respondent profile.

“Due to Quid’s dedication to the CIS project 2008, it was possible to build an efficient, secure and effective electronic platform”

Daniel Ferreira, Community Innovation Survey 2008 coordinator in Portugal

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