

BMPC Commissions C&T to Develop ARCOMS An Integrated Solution for Enhanced Efficiency and Customer Service

"ARCOMS merges traditional operations with modern information technology to promote better management, operational transparency and accountability to meet public expectation. It is a perfect example of seamless marriage between technology and tradition."

Brenda Lo
Executive Director
The Board of Management of
The Chinese Permanent Cemeteries



華人永遠墳場管理委員會
The Board of Management of
The Chinese Permanent Cemeteries



Board Profile

Established in 1913 and a non profit organisation, The Board of Management of The Chinese Permanent Cemeteries (BMPC) operates four cemeteries located in Junk Bay, Cape Collinson, Tsuen Wan and Aberdeen; providing a total of over 82,000 burial lots and 239,000 niches to the public of Chinese Race in Hong Kong.

Situation Overview

The daily operations of BMPC include cemetery management, project management, burial lot allocation, charity donation and financial investment, which in the past were managed by a series of computer systems. However as they were independent, information could not be efficiently shared between departments. In view of this, BMPC initiated a project to research and plan for a new management system in 2009. Given the lack of existing options available on the market, they decided to arrange an open tender to source for an experienced solution provider who can design and program a solution that could meet their unique requirements.

Moving Forward with Time

Brenda Lo, Executive Director of BMPC indicated, although BMPC has over one century of history, it is an organisation that emphasises on moving forward with time, highlighting the importance of delivering quality customer service and fulfilling social responsibilities. As such, they fully understood the importance of a one-stop management solution with capacity to seamlessly integrate different types of information.

Public tendering for this project commenced in 2010, with C&T being chosen to design the All Round Cemeteries Management System (ARCOMS) based on criteria such as track record, delivery schedule, cost effectiveness and expected manpower input. The system was launched in 2012 and won the 2013 Hong Kong ICT Award: Best Business (Application) Certificate of Merit.

Integrated Information Enhances Service Quality

Brenda pointed out that the original intention of the project is to merge BMPC's traditional workflows with the latest information technologies. By integrating functionalities including "Cemetery Management", "Donation Management", "Project Management" and "Investment

and Portfolio Management", the new system uplifts operational efficiency and accuracy, and strengthens corporate governance to assist BMPC in adapting to social changes and meet public expectation.

For example in the past when information wasn't integrated, niche and burial lot allocations were manually driven, requiring staff to periodically consolidate and publish the information onto the Internet. With the new system, as information is automatically updated and real-time, it improves the convenience and transparency for public to access.

Furthermore, after using ARCOMS the time required to process requests for small scale construction work and charity donation is reduced to less than 3 days or completed within the day of request.

Easy to operate, ARCOMS is also able to gather financial data to facilitate BMPC to better manage their assets, allowing them to become a more socially responsible organisation.

Marriage between Tradition and Technology

Brenda deeply believes that the successful application of information technology does not necessarily require old traditions to be replaced, but rather by leveraging latest innovations it can be modernised and adapted to today's standards.

BMPC and C&T worked closely together to develop ARCOMS. Throughout the project they demonstrated excellent team work, applying a modern approach to manage the project to consolidate the data previously isolated in islands of information and define a long term IT road map for BMPC.

Looking to the Future

ARCOMS optimizes BMPC's internal and external network infrastructure to lay a reliable and extendable foundation for future development. As of present, BMPC has also started to use C&T's Document Management System; with expectation of achieving speedier document processing and less paper work. At the same time, they are also exploring the application of ARCOMS on mobile devices such as tablet PCs and smart phones to empower patrolling staff to conveniently access and update cemetery information on the spot. By further improving service quality, BMPC aims to move forward with time. ■